

REQUEST FOR PROPOSAL
OUTSOURCING OF UNO'S FACILITY SERVICES
DEPARTMENT



Solicitation Number: RSK2437

Proposal Opening Date: November 20, 2014

Proposal Opening Time: 2:00PM

Purchasing Agent: Stephen F. Kolz

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REQUEST FOR PROPOSAL FOR OUTSOURCING OF UNO'S FACILITY SERVICES DEPARTMENT

PART I: ADMINISTRATIVE AND GENERAL INFORMATION

1.1 Background

The University of New Orleans (hereinafter referred to as the "University" or "UNO") is an urban research University in the State of Louisiana, categorized as an SREB Four Year 2 Institution, as a Carnegie Doctoral/Research University – Intensive, and as a COC/SACS Level VI Institution. Established in 1958, UNO is a member of the University of Louisiana System offering degrees through five (5) undergraduate colleges and a graduate school.

UNO serves approximately 10,000 students by offering more than 100 degree programs. Enrollment comes from nearly every state in the U.S. and over 85 foreign countries.

STUDENT ENROLLMENT (HEADCOUNT) FOR FIVE YEARS FALL 2009 TO FALL 2013

	<u>Fall 2013</u>	<u>Fall 2012</u>	<u>Fall 2011</u>	<u>Fall 2010</u>	<u>Fall 2009</u>
<u>Student</u>					
Undergrad	7,144	7,689	8,263	8,345	8,746
Graduate	2,179	2,382	2,640	2,931	2,978
Total	<u>9,323</u>	<u>10,071</u>	<u>10,903</u>	<u>11,276</u>	<u>11,724</u>

The University is a "walking campus", with most classes located within 10 minutes of each other. In the Spring of 2014 UNO had approximately 1353 students living on campus in our 2 residence halls and 2 apartment complexes.

The University operates on a fiscal year that runs from July 1 through June 30 each year. Because we are a public university, this coincides with the State of Louisiana's fiscal year.

The University has 59 total buildings/facilities with approximately 2,528,251 total gross square feet (see Exhibit E). The University's campus grounds consist of approximately 304 acres (200 acres on the Main Campus and 104 on the East Campus).

Total expenses for UNO's Facility Services have been approximately 5 million dollars per year over the past 3 fiscal years (see Exhibit B).

The University Facility Services Department currently has a total of 90 employees. These fall into two types under Louisiana's Civil Service classifications, those that are "non-classified" and

those that are “classified”. Currently Facility Services has 11 non-classified employees and 79 classified employees. Total employee salaries for FY2014 were approximately \$3,253,409.20, not including Fringe Benefits (see Exhibits C and D).

	Salaries	Fringe Benefits	Total
Classified	\$2,544,004.20	\$1,171,571.57 (actual)	\$3,715,575.77
Non-Classified	<u>\$ 709,405.00</u>	<u>\$ 305,044.15 (est. at 43%)</u>	<u>\$1,014,449.15</u>
	\$3,253,409.20	\$1,476,615.72	\$4,730,024.92

The University has one plumber and one electrician “on call” at all times. There is one beeper for the plumbers and one for the electricians. The beepers rotate weekly from one employee to the other. Employees receive \$2.25 for each hour they carry the beeper.

The Facility Services Department owns and utilizes 19 licensed trucks and vans, 9 Kubota off road vehicles, 10 Daihatsu off road vehicles, 1 electric car, 2 tractors, 1 backhoe, 1 bobcat and one mower (see Exhibit G). Any or all of these vehicles will be available for use by the Contractor if desired so long as sufficient insurance/indemnification can be provided by the Contractor.

The University completed a Benchmarking Information Sheet for our Facility Services Department for fiscal year 2011-12. This is attached as Exhibit K. Overall expenses and employee count has decreased since the survey was completed. A UNO Building List was included with the Benchmarking Information and some of this information has changed. A few buildings have been added since 2012 and the main building list for this RFP (Exhibit E) reflects the gross square footage for each building less mech/elec rooms, janitor’s closets, telecom rooms, elevator equipment rooms, pump rooms, courtyards and unfinished areas. However the information contained in the 2012 survey, although it is a bit dated, may still have some value to proposers, so we are including it.

HOUSEKEEPING

The University of New Orleans has approximately 2,528,251 square feet of building and facility space.

The cleaning of a total of 1,479,587 square feet of space is overseen by UNO’s Facility Services Housekeeping department.

1,408,009 square feet of building space is cleaned by UNO’s 33 (including supervisor) FTEs of Facility Service custodial staff. This is supplemented by a night time classroom cleaning contract with an outside contractor costing \$9,671.54 per month.

An additional 53,697 square feet (Jefferson Center) and 17,881 square feet (Athletics) for a total of 71,578 square feet, are cleaned by outside contractors under the supervision of UNO Facility Services.

The remaining 890,947 square feet of space are cleaned by custodial staff outside the supervision of UNO Facility Services. The majority of this square footage is in “revenue producing” areas. Please see the Exhibit E.

The University currently has 33 full time Housekeeping personnel (see Exhibit C).

GROUNDS

There are approximately 304 acres of grounds at UNO.

Grass cutting, trimming, edging, trash pick-up and parking lot sweeping are contracted to an outside party.

The Grounds Department at UNO currently has 4 active full time employees.

- 1 ea Horticulturist Manager
- 1 ea Horticulturist
- 1 ea Mobile Equipment Operator I - Heavy
- 1 ea Mobile Equipment Operator II

Work duties currently being performed by the in-house grounds staff includes:

- Bed maintenance to include weeding, mulching, spraying, and hedging
- Excavations for all trades
- Selected tree pruning and removal
- Spreading soil where necessary
- Spraying turf areas for selective weed control
- Seeding, fertilization and aeration of turf areas
- Removal of debris from overhead gutters
- Cleaning out storm drains
- Blowing sidewalks during peak leaf dropping months
- Courtyard maintenance
- Dead animal removal from public grounds areas
- Scraping dirt from sidewalks after heavy rains
- Watering trees and plants
- Spraying weed control products on sidewalk cracks, parking lots, and around tree bases
- Installing new tree and plant material
- Putting out extra garbage cans for events
- Assisting with event cleanup
- Picking up all exterior furniture and garbage cans for hurricane preparation
- Assisting with cleanup after storms
- Irrigation repair
- Spreading rock in parking lots
- Repairing ruts on turf made by vehicles
- Spraying for bees on building exteriors
- Coordinating grass cutting and tree removal contracts
- Coordinating contracted landscaping jobs
- Designing landscaping projects
- Assisting with purchases for exterior furniture
- Coordinating installation of bike racks
- Any and all administrative duties required for the operation of a grounds department

Many of the items listed above are done on an “as requested” or “as needed” basis. The vast majority of the items are completed based on one or more of the criteria listed below:

- Visual observation and need as determined by Grounds Management and Facility Services leadership
- Financial resource availability in Facility Services
- Facility Services grounds manpower availability
- Funding from other departments or projects

Many items that would be considered as part of a full service grounds program are not scheduled at desired frequencies because of financial and staffing restrictions.

MAINTENANCE DEPT.

The Maintenance Department at UNO currently has 24 active full time employees.

1 Director
 1 Facility Maintenance Manager B
 Automotive Shop – 3 Employees, 2 Vacancies
 Carpentry Shop – 4 Employees, 1 Vacancy
 Electrical Shop – 5 Employees, 3 Vacancies
 Lock Shop – 2 Employees
 Paint Shop – 0 Employees, 2 Vacancies
 Plumbing Shop – 4 Employees, 1 Vacancy
 Service Center – 3 Employees
 Stock Room (Admin Coordinator) – 1 Employee, 1 Vacancy

The Maintenance Department is responsible for all structural building component maintenance for over 2.5 million square feet of University Buildings. Our crafts perform all of the work listed below including minor renovation and construction projects. The department is also involved in roofing inspections, elevator inspections, gas inspections and fire pump testing and hood suppression inspections.

The **Plumbing Shop** covers the entire main and east campuses as well as the Jefferson Center, Coastal Education and Research Center (CERF), and UNO St. Claude Gallery. The department maintains all buildings as well as gas problems throughout the campus. Because the University has a master gas meter on campus, the department has trained personnel to assist with all gas problems which is mandatory by state laws. Maintenance department also maintains all fire hydrants, lab drains and faucets, water coolers, roof drains, eye washes, steam lines, air lines, floor drains and all water mains. Department is responsible for having all grease traps and lift stations cleaned and maintained. The preventive maintenance is a struggle to keep up with because the buildings are getting older and the campus seems to be growing and the department lacks additional help.

The **Electrical Shop** maintains all 100' poles, sidewalk lighting and exterior building lighting, performs preventative maintenance on air handler motors, pump motors, rooftop fans, rooftop fume hoods, emergency transfer switches, emergency call stations, elevator emergency phones, load bank tests, electrical system substation and main switchgear, electric cranes, air compressors, electric room cleaning, platform man lift equipment and motor control centers. The Trade Apprentices change light bulbs and ballast throughout the campus. Reductions to staff due to budget cuts have put a strain on the electrical shop, leaving very little time for preventive maintenance or normal routine maintenance. The Electrical Shop owns a bucket truck, hydraulic knockout punch, mechanical conduit bender, (3)

portable generators on wheels, portable light tree, numerous power tools and additional hand tools, electric meters, instruments, material handling carts, hand trucks, nylon slinks and hooks.

The **Carpentry Shop** performs preventive maintenance and repairs including replacing paper towel dispensers, soap dispensers, restroom partitions, ceiling tiles, floor tiles, bulletin boards, damaged walls, installing and relocating signs, stationary chairs in all Auditoriums, fences located at all campuses, roof and gutter inspections and wall repairs.

The **Automotive Shop** maintains all University vehicles. We currently have 83 vehicles, 57 licensed vehicles, 2 Forklifts, 1 Backhoe, 12 Kubotas, 10 Club Cars and 2 Bob Cats. This includes UNO police vehicles, maintenance vehicles and all departmental vehicles and all building diesel generators as well as natural gas generators throughout the campus. The department is also licensed to issue brake tags to state vehicles. The extent of vehicles range from University buses, Athletics buses, trucks, cars, Kubota's, club cars, tractors, forklifts and backhoes. The department possesses a fuel truck to supply diesel to all light trees and generators. The Auto Shop is also able to repair the University's stationary emergency power generators.

The **Locksmith Shop** is responsible for maintenance, repair and installation of most hardware on over 7000 doors on the University campus. This hardware includes mechanical and stand alone electronic locksets, panic hardware, door closers, hinges, flush bolts and push/pull plates. The locksmith shop is also responsible for maintaining records of the University master key systems as well as developing new master and sub-master key systems when needed. The locksmith shop also cuts and issues all University keys through the office of key and card access control. The shop performs preventive maintenance to all locking mechanisms, removing broken keys from cylinders, re-pinning worn cylinders, re-keying cylinders for lock changes, picking open locks, picking open file cabinets, installing file cabinet locks, opening doors for contractors and service personnel, pinning pad locks to the master system, ordering and stocking materials for the lock shop and reviewing plans for new construction and renovation projects.

The **Paint Shop** is responsible for painting exterior doors, roof top duct work, flashings, conduits, gas lines, removing graffiti, painting walls, staining doors, installing vinyl base boards, and taping/floating of sheetrock. It also maintains all parking lot stripping and crosswalk stripping along with speed bumps and fire lane/no parking lines.

The **Service Center** is responsible for creating, issuing, and being accountable for work orders as requests are submitted for maintenance work, trouble calls and emergency situations and maintaining stockroom inventory. Other services include dispatching emergency and trouble calls via two-way radio, providing all preventative maintenance work orders to the Facility Maintenance and Central Utilities Departments, processing all key requests through Key Access Control, creating work statistic reports as requested on projects, gas smells, hot/cold calls etc., contacting service providers for elevators and automatic doors for repair service, and accepting and directing various calls for assistance in areas concerning buildings, rooms and roof access as well as all Central Utility Plant calls, maintaining all two-way radio equipment, and keeping Building Coordinator list up to date.

CENTRAL UTILITY PLANT

The Central Utility Plant (CUP) at UNO currently has 16 active full time employees.

1 Director - Vacant, 1 Assistant Director - Vacant, 1 Electronic System Manager
1 Superintendent, 1 Tech Foreman

Control Shop – 3 Employees, 1 Vacant
HVAC Shop – 4 Employees
Operating Engineers:
 1 Foreman
 2 Operating Engineer Master, 2 Vacancies
 Operating Engineer II – Vacant
 Operating Engineer I – Vacant
 3 Trades Apprentice

The Central Utilities Plant personnel operate, maintain and perform minor repairs on the University's Heating, Ventilating and Air conditioning equipment. The Central Utilities Plant is responsible for supplying the main campus with heating water, cooling water and compressed air from three utility plants. These three utility plants contain 7,550 tons of refrigeration equipment, 7,550 tons of cooling towers, 50 HP air compressors, and 1,600 HP of hot water boilers. Terminal HVAC equipment in 25+ main campus buildings is in excess of 500 individual pieces such as Air Handling Units, filtration systems, water pumps, heat exchangers and control systems. Routine maintenance such as greasing bearings, changing filters, checking voltages and pressures is performed by CUP personnel on a regularly scheduled basis. Minor repairs such as replacing motors, belts, and control equipment is done on an as needed basis. Repairs requiring specialized equipment are contracted out.

The campus is served by a Johnson Controls Metasys brand building automation system that is being upgraded in house to a new Johnson Controls Facility Explorer building automation system (see Exhibit I). CUP personnel maintain, repair and re-program controls campus wide. The building automation system also serves as a monitor of the main campus building fire alarm systems. Central Plant oversees the maintenance and repair contracts for building fire alarms, wet and dry pipe sprinklers and fire pumps.

CUP operating engineers (OE) are on duty 24/7 to monitor campus HVAC conditions as well as report building fire alarms to campus police. The OE staff work rotating shifts to man the CUP control room continuously.

In addition to the above described equipment on the main campus, CUP personnel operate and maintain an east campus utility plant containing 2,000 tons of refrigeration, 2,000 tons of cooling towers, 400 boilers HP and an additional dozen water pumps to service the Lake Front Arena. Arena personnel service and maintain HVAC equipment in the Arena.

1.1.1 Purpose

The purpose of this Request for Proposal (RFP) is to obtain competitive proposals as allowed by Louisiana Revised Statute 39:1593.C. from bona fide, qualified proposers with sufficient financial resources who are interested in providing all labor, supervision, equipment, materials, supplies, tools and transportation to perform comprehensive facilities operation and maintenance services as defined in the RFP for the University.

1.1.2 Goals and Objectives

The University of New Orleans desires to obtain effective and efficient operation of its Facility Services in accordance with acceptable objective standards.

1.2 Definitions

A. Shall – The term “shall” denotes mandatory requirements per RS: 39:1556(24).

B. Must - The term “must” denotes mandatory requirements.

C. May - The term “may” denotes an advisory or permissible action.

D. Should – The term “should” denotes a desirable action.

E. Contractor – Any person having a contract with a governmental body.

F. Agency - Any department, commission, council, board, office, bureau, committee, institution, agency, government, corporation, or other establishment of the executive branch of this state authorized to participate in any contract resulting from this solicitation.

G. State - The State of Louisiana.

H. Discussions - For the purposes of this RFP, a formal, structured means of conducting written or oral communications/presentations with responsible Proposers who submit proposals in response to this RFP.

I. RFP – Request for Proposal

J. University – The University of New Orleans

K. Facilities – Buildings, grounds, infrastructure, mechanical and electrical systems, including but not limited to classroom buildings, laboratories, faculty or administrative offices, residential housing, athletic and entertainment complexes, or other facilities used for and support the conduct of the educational and administrative functions of an institution of higher education that require housekeeping, maintenance, grounds, and utility operation services.

L. Maintenance – All types of maintenance (including but not limited to preventative, corrective, reactive, routine, emergency, planned and predictive), inspection, testing, repair, renovation and construction to UNO facilities.

M. Work Order – A request that consists of a single task or series of tasks for services from a UNO department or request for services generated by Facility Services for maintenance or repair on a single item of equipment. Contractor should not artificially combine work orders to exceed the \$5,000 threshold. (See definitions of services below.)

N. Project - A plan of work, job, assignment, or task

O. Operational Services - Those activities required for the performance of the normal functions for which a building is used. The contractor will be responsible for all charges (materials, supplies, labor, etc.) for the performance of operational services, including:

- a. Custodial services
- b. Grounds/Landscaping/Litter and Debris pick-up services
- c. Solid waste and hazardous waste pick-up and disposal
- d. Operation of service call center

- e. Operation of Central and East Campus Utility Plants including two 24 hour/365 day stationary engineers
- f. Pest control services - Termite treatment will be as needed.
- g. Grease trap service
- h. Supervision/Administration/Clerical

P. Special Operational Services – Those activities required for the performance of the normal functions for which a building is used but which can vary substantially from year to year. The Contractor will be responsible for all charges (materials, supplies, labor, etc.) up to a cost/value of \$5,000 per occurrence. The University will be responsible for all charges (materials, supplies, labor, etc.) for that portion of cost/value over \$5,000 per occurrence upon approval by the University.

This includes:

- a. Moving services
- b. University sponsored event set-up. ***NOTE***For events sponsored by outside parties held at UNO, the Contractor will provide rates for event set up services which will be charged to the outside sponsor by the University, collected by the University and passed through to the Contractor.

Q. Maintenance Services – The Contractor will be responsible for all charges (materials, supplies, labor, etc.) up to a cost/value of \$5,000 per occurrence. This includes but is not limited to all trades, electrical, plumbing, carpentry, abatement, auto mechanics, HVAC and painting as well as responsibility for the Utility plants and service center. The University will be responsible for all charges (materials, supplies, labor, etc.) for that portion of cost/value over \$5,000 per occurrence upon approval by the University. This includes all types of maintenance including but not limited to preventative, corrective, reactive, routine, emergency, planned and predictive, inspection, testing, repair, renovation and construction to UNO facilities.

R. Maintenance contracts – Contractor will be responsible for providing all maintenance contracts currently provided to UNO by outside contractors with the same levels of coverage as UNO's current maintenance contracts. The contractor will be responsible for all charges (materials, supplies, labor, etc.) for the maintenance contracts, however, for repairs not covered under the maintenance contracts, the Contractor will be responsible for all charges (materials, supplies, labor, etc.) up to a cost/value of \$5,000 per occurrence. For repairs not covered under the maintenance contracts, the University will be responsible for all charges (materials, supplies, labor, etc.) for that portion of cost/value over \$5,000 per occurrence upon approval by the University. This includes:

- a. Elevator Maintenance
- b. Fire Pump Sprinkler Maintenance
- c. Fire Alarm Maintenance
- d. Fire Extinguishers Inspection, Testing and Replacement

S. APPA Level of Service Criteria – Please see Exhibit F

T. Per Occurrence – The work requested on a single Work Order.

1.3 Schedule of Events

	<u>Date</u>	<u>Time (CT)</u>
1. RFP mailed to prospective proposers and posted to LaPAC	10/3/14	
2. Pre-Proposal Conference (attendance is highly recommended)	10/16/14	10:00 am
3. Deadline to receive written inquiries	10/23/14	
4. Deadline to answer written inquiries	11/6/14	
5. Proposal Opening Date (deadline for submitting proposals)	11/20/14	2:00 pm
6. Oral discussions with proposers, if applicable	12/11/14	
7. Notice of Intent to Award to be mailed	1/2/14	
8. Contract Initiation	1/21/14	

NOTE: The University reserves the right to revise this schedule. Any such revision will be formalized by the issuance of an addendum to the RFP.

1.4 Proposal Submittal

This RFP is available in electronic form at the LaPAC website <http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>. It is available in PDF format or in printed form by submitting a written request to Heather Cassell, Assistant Director of Purchasing, hcassell@uno.edu.

It is the Proposer's responsibility to check the Office of State Purchasing LaPAC website frequently for any possible addenda that may be issued. The University is not responsible for a proposer's failure to download any addenda documents required to complete a Request for Proposal.

All proposals shall be received by the UNO Purchasing Office **no later than the date and time shown in the Schedule of Events.**

Important - - Clearly mark outside of envelope, box or package with the following information and format:

Proposal Name: Outsourcing of UNO's Facility Services Department
Solicitation Number: RSK2437
Proposal Opening Date: 11/20/14 @ 2:00PM

Proposals may be mailed, delivered by hand or courier service to our physical location at:

Purchasing Office
Math Building, Room 351
University of New Orleans
2000 Lakeshore Drive
New Orleans, LA 70148

Proposer is solely responsible for ensuring that its courier service provider makes inside deliveries to our physical location. The University is not responsible for any delays caused by the proposer's chosen means of proposal delivery.

Proposer is solely responsible for the timely delivery of its proposal. Failure to meet the proposal opening date and time shall result in rejection of the proposal.

PROPOSALS SHALL BE OPENED PUBLICLY AT THE PHYSICAL LOCATION IDENTIFIED ABOVE AND ONLY PROPOSERS SUBMITTING PROPOSALS SHALL BE IDENTIFIED ALOUD. PRICES SHALL NOT BE READ.

1.5 Proposal Response Format

Proposals submitted for consideration should follow the format and order of presentation described below:

- A. **Cover Letter:** The cover letter should exhibit the Proposer's understanding and approach to the project. It should contain a summary of Proposer's ability to perform the services described in the RFP and confirm that Proposer is willing to perform those services and enter into a contract with the University.

ATTENTION: Please indicate in the Cover Letter which of the following applies to the signer of this proposal. Evidence of signature authority shall be provided upon the University's request.

1. The signer of the proposal is either a corporate officer who is listed on the most current annual report on file with the secretary of state **or** a member of a partnership or partnership in commendam as reflected in the most current partnership records on file with the secretary of state. **A copy of the annual report or partnership record must be submitted to the University before contract award.**
2. The signer of the proposal is a representative of the proposer authorized to submit this proposal as evidenced by documents such as, corporate resolution, certification as to corporate principal, etc. **If this applies a copy of the resolution, certification or other supportive documents must be attached to the Cover Letter or provided upon request.**
3. The proposer has filed with the secretary of state an affidavit **or** resolution **or** other acknowledged/authentic document indicating that the signer is authorized to submit proposals for public contracts. **A copy of the applicable document must be submitted to the University before contract award.**

4. The signer of the proposal has been designated by the proposer as authorized to submit proposals on the proposer's vendor registration on file with the Office of State Purchasing (OSP).

The cover letter should also

- Identify the submitting Proposer and provide their federal tax identification number;
- Identify the name, title, address, telephone number, fax number, and email address of each person authorized by the Proposer to contractually obligate the Proposer;
- Identify the name, address, telephone number, fax number, and email address of the contact person for technical and contractual clarifications throughout the evaluation period.

- B. **Financial Proposal:** Proposer's fees and other costs, if any, shall be submitted on attached price schedule, Exhibit A. Prices proposed shall be firm for the duration of the contract. This financial proposal shall include any and all costs the Contractor wishes to have considered in the contractual arrangement with the University.

- C. **Technical Proposal:**

1. **Proposer Qualifications and Experience:** History and background of Proposer, financial strength and stability, related services provided to government entities, existing customer satisfaction, etc.
2. **Approach and Methodology:** Illustrating and describing proposed technical solution and compliance with the RFP requirements.
 - a) Plan for Providing Services
 - b) Plan for Service Improvement
 - c) Staffing and Training
 - d) Innovative Concepts: Presentation of innovative concepts, if any, for consideration.
 - e) Software
 - f) Sustainability
 - g) Project Schedule: Detailed schedule of implementation plan. This schedule is to include implementation actions, timelines, responsible parties, etc.

- D. **Veteran and Hudson Initiative**

1.5.1 Number of Response Copies

Each Proposer shall submit one (1) signed original response. Seven additional copies of the proposal should be provided, along with one electronic copy, as well as one (1) redacted copy, if applicable (See Section 1.6).

1.5.2 Legibility/Clarity

Responses to the requirements of this RFP in the formats requested are desirable with all questions answered in as much detail as practicable. The Proposer's response is to demonstrate an understanding of the requirements. Proposals prepared simply and economically, providing a straightforward, concise description of the Proposer's ability to meet the requirements of the RFP is also desired. Each Proposer is solely responsible for the accuracy and completeness of its proposal.

1.6 Confidential Information, Trade Secrets, and Proprietary Information

The designation of certain information as trade secrets and/or privileged or confidential proprietary information shall only apply to the technical portion of the proposal. The cost proposal will not be considered confidential under any circumstance. Any proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

For the purposes of this procurement, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et. seq.) will be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this procurement shall be open to public inspection. Proposers are reminded that while trade secrets and other proprietary information they submit in conjunction with this procurement may not be subject to public disclosure, protections must be claimed by the proposer at the time of submission of its Technical Proposal. Proposers should refer to the Louisiana Public Records Act for further clarification.

The proposer must clearly designate the part of the proposal that contains a trade secret and/or privileged or confidential proprietary information as "confidential" in order to claim protection, if any, from disclosure. The proposer shall mark the cover sheet of the proposal with the following legend, specifying the specific section(s) of his proposal sought to be restricted in accordance with the conditions of the legend:

"The data contained in pages _____ of the proposal have been submitted in confidence and contain trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this Proposer as a result of or in connection with the submission of this proposal, the University shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the University's right to use or disclose data obtained from any source, including the proposer, without restrictions."

Further, to protect such data, each page containing such data shall be specifically identified and marked "CONFIDENTIAL".

Proposers must be prepared to defend the reasons why the material should be held confidential. If a competing proposer or other person seeks review or copies of another proposer's confidential data, the University will notify the owner of the asserted data of the request. If the owner of the asserted data does not want the information disclosed, it must agree to indemnify the University and hold the University harmless against all actions or court proceedings that may ensue (including attorney's fees), which seek to order the University to disclose the information. If the owner of the asserted data refuses to indemnify and hold the University harmless, the University may disclose the information.

The University reserves the right to make any proposal, including proprietary information contained therein, available to University personnel, OSP personnel, the Office of the Governor,

or other state agencies or organizations for the sole purpose of assisting the University in its evaluation of the proposal. The University shall require said individuals to protect the confidentiality of any specifically identified proprietary information or privileged business information obtained as a result of their participation in these evaluations.

If your proposal contains confidential information, you should also submit a redacted copy along with your proposal. If you do not submit the redacted copy, you will be required to submit this copy within 48 hours of notification from the University. When submitting your redacted copy, you should clearly mark the cover as such - "REDACTED COPY" - to avoid having this copy reviewed by an evaluation committee member. The redacted copy should also state which sections or information has been removed.

1.7 Proposal Clarifications Prior to Submittal

1.7.1 Pre-proposal Conference

A pre-proposal conference will be held at 10:00 a.m. on October 16, 2014 in Administration Building Room 101. Prospective proposers may participate in the conference to obtain clarification of the requirements of the RFP and to receive answers to relevant questions. Any firm intending to submit a proposal should have at least one duly authorized representative attend the Pre-proposal Conference.

Although impromptu questions will be permitted and spontaneous answers will be provided during the conference, the only official answer or position of the University will be stated in writing in response to written questions.

1.7.2 Proposer Inquiry Periods

The University shall not and cannot permit an open-ended inquiry period, as this creates an unwarranted delay in the procurement cycle and operations of our department customers. The University reasonably expects and requires *responsible and interested* proposers to conduct their in-depth proposal review and submit inquiries in a timely manner.

An inquiry period is hereby firmly set for all interested proposers to perform a detailed review of the proposal documents and to submit any written inquiries relative thereto. *Without exception*, all inquiries MUST be submitted in writing by an authorized representative of the proposer, clearly cross-referenced to the relevant solicitation section (even if an answer has already been given to an oral question during the Pre-proposal conference). All inquiries must be received by the close of business on the Inquiry Deadline date set forth in Section 1.3 Schedule of Events of this RFP. Only those inquiries received by the established deadline shall be considered by the University. Inquiries received after the established deadline shall not be entertained. Inquiries concerning this solicitation may be delivered by mail, express courier, e-mail, hand, or fax to:

Purchasing Office
Mathematics Building, Room 351
University of New Orleans
2000 Lakeshore Drive
New Orleans, Louisiana 70148
Fax: (504) 280-6297
Email:hcassell@uno.edu

An addendum will be issued and posted at the Office of State Purchasing LaPAC website, to address all inquiries received and any other changes or clarifications to the solicitation. Thereafter, all proposal documents, including but not limited to the specifications, terms, conditions, plans, etc., will stand as written and/or amended by any addendum. No negotiations, decisions, or actions shall be executed by any proposer as a result of any oral discussions with any University employee or University consultant. It is the Proposer's responsibility to check the LaPAC website frequently for any possible addenda that may be issued. The University is not responsible for a proposer's failure to download any addenda documents required to complete a Request for Proposal.

Any person aggrieved in connection with the solicitation or the specifications contained therein, has the right to protest in accordance with R.S. 39:1671. Such protest shall be made in writing to the UNO's Chief Procurement Officer at least two days prior to the deadline for submitting proposals.

Note: LaPAC is the state's online electronic bid posting and notification system resident on State Purchasing's website [www.doa.louisiana.gov/osp]. In that LaPAC provides an immediate e-mail notification to subscribing bidders that a solicitation and any subsequent addenda have been let and posted, notice and receipt thereof is considered formally given as of their respective dates of posting.

Vendor self-enrollment in LaPAC was disabled November 15, 2010. All vendors are to now register in the LaGov portal. Registration is intuitive at the following link: https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymous?quest_user=self_reg and help scripts are available on OSP website under vendor center at <http://www.doa.louisiana.gov/osp/vendorcenter/regnhelp/index.htm>.

1.8 Errors and Omissions in Proposal

The University will not be liable for any error in the proposal. Proposer will not be allowed to alter proposal documents after the deadline for proposal submission, except under the following condition: The University reserves the right to make corrections or clarifications due to patent errors identified in proposals by the University or the Proposer. The University, at its option, has the right to request clarification or additional information from the Proposer.

1.9 Proposal Guarantee

NOT REQUIRED FOR THIS RFP

1.10 Performance Bond

The successful proposer shall be required to provide a performance (surety) bond in the amount of one million dollars (\$1,000,000) to insure the successful performance under the terms and conditions of the contract negotiated between the successful proposer and the University. Any performance bond furnished shall be written by a surety or insurance company currently on the U.S. Department of the Treasury Financial Management Service list of approved bonding companies which is published annually in the *Federal Register*, or by a Louisiana domiciled insurance company with at least an A-rating in the latest printing of the A.M. Best's Key Rating Guide to write individual bonds up to 10 percent of policyholders' surplus as shown in the A.M. Best's Key Rating Guide or by an insurance company that is either domiciled in Louisiana or owned by Louisiana residents and is licensed to write surety bonds.

No surety or insurance company shall write a performance bond which is in excess of the amount indicated as approved by the U.S. Department of the Treasury Financial Management Service list or by a Louisiana domiciled insurance company with an A-rating by A.M. Best up to a limit of 10 percent of policyholders' surplus as shown by A.M. Best; companies authorized by this Paragraph who are not on the treasury list shall not write a performance bond when the penalty exceeds 15 percent of its capital and surplus, such capital and surplus being the amount by which the company's assets exceed its liabilities as reflected by the most recent financial statements filed by the company with the Department of Insurance.

The performance bond is to be provided within 10 working days from request. Failure to provide within the time specified may cause your offer to be rejected.

In addition, any performance bond furnished shall be written by a surety or insurance company that is currently licensed to do business in the state of Louisiana.

1.11 Changes, Addenda, Withdrawals

The University reserves the right to change the Schedule of Events or issue Addenda to the RFP at any time. The University also reserves the right to cancel or reissue the RFP.

If the proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the proposer, cross-referenced clearly to the relevant proposal section, prior to the proposal opening, and should be submitted in a sealed envelope. Such shall meet all requirements for the proposal.

1.12 Withdrawal of Proposal

A proposer may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the University Purchasing Office.

1.13 Material in the RFP

Proposals shall be based only on the material contained in this RFP. The RFP includes official responses to questions, addenda, and other material, which may be provided by the University pursuant to the RFP.

1.14 Waiver of Administrative Informalities

The University reserves the right, at its sole discretion, to waive administrative informalities contained in any proposal.

1.15 Proposal Rejection

Issuance of this RFP in no way constitutes a commitment by the University to award a contract. The University reserves the right to accept or reject any or all proposals submitted or to cancel this RFP if it is in the best interest of the University to do so.

In accordance with the provisions of R.S. 39:2192, in awarding contracts after August 15, 2010, any public entity is authorized to reject a proposal or bid from, or not award the contract to, a

business in which any individual with an ownership interest of five percent or more, has been convicted of, or has entered a plea of guilty or nolo contendere to any state felony or equivalent federal felony crime committed in the solicitation or execution of a contract or bid awarded under the laws governing public contracts under the provisions of Chapter 10 of Title 38 of the Louisiana Revised Statutes of 1950, professional, personal, consulting, and social services procurement under the provisions of Chapter 16 of this Title, or the Louisiana Procurement Code under the provisions of Chapter 17 of this Title.

1.16 Ownership of Proposal

All materials (paper content only) submitted in response to this request become the property of the University. Selection or rejection of a response does not affect this right. All proposals submitted will be retained by the University and not returned to proposers. Any copyrighted materials in the response are not transferred to the University.

1.17 Cost of Offer Preparation

The University is not liable for any costs incurred by prospective Proposers or Contractors prior to issuance of or entering into a Contract. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the Proposer in responding to the RFP are entirely the responsibility of the Proposer, and shall not be reimbursed in any manner by the University.

1.18 Non-negotiable Contract Terms

Non-negotiable contract terms include but are not limited to taxes, assignment of contract, audit of records, EEOC and ADA compliance, record retention, content of contract/order of precedence, contract changes, governing law, claims or controversies, and termination based on contingency of appropriation of funds.

1.19 Taxes

Any taxes, other than state and local sales and use taxes, from which the University is exempt, shall be assumed to be included within the Proposer's cost.

1.20 Proposal Validity

All proposals shall be considered valid for acceptance until such time an award is made, unless the Proposer provides for a different time period within its proposal response. However, the University reserves the right to reject a proposal if the Proposer's acceptance period is unacceptable and the Proposer is unwilling to extend the validity of its proposal.

1.21 Prime Contractor Responsibilities

The selected Proposer shall be required to assume responsibility for all items and services offered in his proposal whether or not he produces or provides them. The University shall consider the selected Proposer to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

1.22 Use of Subcontractors

Each Contractor shall serve as the single prime contractor for all work performed pursuant to its contract. That prime contractor shall be responsible for all deliverables referenced in this RFP. This general requirement notwithstanding, Proposers may enter into subcontractor arrangements. Proposers may submit a proposal in response to this RFP, which identifies subcontract(s) with others, provided that the prime contractor acknowledges total responsibility for the entire contract.

If it becomes necessary for the prime contractor to use subcontractors, the University urges the prime contractor to use Louisiana vendors, including small and emerging businesses, a small entrepreneurship or a veteran or service-connected disabled veteran-owned small entrepreneurship, if practical. In all events, any subcontractor used by the prime should be identified to the University Project Manager.

Information required of the prime contractor under the terms of this RFP, is also required for each subcontractor and the subcontractors must agree to be bound by the terms of the contract. The prime contractor shall assume total responsibility for compliance.

1.23 Written or Oral Discussions/Presentations

Written or oral discussions may be conducted with Proposers who submit proposals determined to be reasonably susceptible of being selected for award; however, the University reserves the right to enter into an Agreement without further discussion of the proposal submitted based on the initial offers received.

Any commitments or representations made during these discussions, if conducted, may become formally recorded in the final contract.

Written or oral discussions/presentations for clarification may be conducted to enhance the University's understanding of any or all of the proposals submitted. Proposals may be accepted without such discussions.

1.24 Acceptance of Proposal Content

The mandatory RFP requirements shall become contractual obligations if a contract ensues. Failure of the successful Proposer to accept these obligations shall result in the rejection of the proposal.

1.25 Evaluation and Selection

All responses received as a result of this RFP are subject to evaluation by the University Evaluation Committee for the purpose of selecting the Proposer with whom the University shall contract.

To evaluate all proposals, a committee whose members have expertise in various areas has been selected. This committee will determine which proposals are reasonably susceptible of being selected for award. If required, written or oral discussions may be conducted with any or all of the Proposers to make this determination.

Written recommendation for award shall be made to the University's Chief Procurement Officer for the Proposer whose proposal, conforming to the RFP, will be the most advantageous to the University, price and other factors considered.

The committee may reject any or all proposals if none is considered in the best interest of the University.

1.26 Contract Negotiations

If for any reason the Proposer whose proposal is most responsive to the University's needs, price and other evaluation factors set forth in the RFP considered, does not agree to a contract, that proposal shall be rejected and the University may negotiate with the next most responsive Proposer. Negotiation may include revision of non-mandatory terms, conditions, and requirements.

1.27 Contract Award and Execution

The University reserves the right to enter into a contract without further discussion of the proposal submitted based on the initial offers received.

The RFP, including any addenda, and the proposal of the selected Contractor will become part of any contract initiated by the University.

Proposers are discouraged from submitting their own standard terms and conditions with their proposals. The proposed terms will be negotiated before a final contract is entered. Mandatory terms and conditions are not negotiable. If applicable, a proposer may submit or refer to a Master Agreement entered into by the contractor and the State in accordance with R.S. 39:198(e).

If the contract negotiation period exceeds thirty (30) days or if the selected Proposer fails to sign the contract within **seven calendar** days of delivery of it, the University may elect to cancel the award and award the contract to the next-highest-ranked Proposer.

Award shall be made to the Proposer with the highest points, whose proposal, conforming to the RFP, will be the most advantageous to the University, price and other factors considered.

The University intends to award to a single Proposer.

1.28 Notice of Intent to Award

Upon review and approval of the evaluation committee's recommendation for award, UNO will issue a "Notice of Intent to Award" letter to the apparent successful Proposer. A contract shall be completed and signed by all parties concerned on or before the date indicated in the "Schedule of Events." If this date is not met, through no fault of the University, the University may elect to cancel the "Notice of Intent to Award" letter and make the award to the next most advantageous Proposer.

UNO will also notify all unsuccessful Proposers as to the outcome of the evaluation process. The evaluation factors, points, evaluation committee member names, and the completed evaluation summary and recommendation report will be made available to all interested parties after the "Notice of Intent to Award" letter has been issued.

Any person aggrieved by the proposed award has the right to submit a protest in writing, in accordance with RS: 39:1671, to UNO's Chief Procurement Officer, within fourteen days of the award/intent to award.

1.29 Debriefings

Debriefings may be scheduled by the participating Proposers after the "Notice of Intent to Award" letter has been issued by scheduling an appointment with the University Purchasing Office. Contact may be made by phone at (504) 280-6204 or E-mail to hcassell@uno.edu.

1.30 Insurance Requirements

Contractor shall furnish the University with certificates of insurance effecting coverage(s) required by the RFP (see Attachment "J"). The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates are to be received and approved by the University before work commences. The University reserves the right to require complete certified copies of all required policies, at any time.

1.31 Subcontractor Insurance

The Contractor shall include all subcontractors as insured's under its policies or shall insure that all subcontractors satisfy the same insurance requirements stated herein for the contractor.

1.32 Indemnification and Limitation of Liability

Neither party shall be liable for any delay or failure in performance beyond its control resulting from acts of God or force majeure. The parties shall use reasonable efforts to eliminate or minimize the effect of such events upon performance of their respective duties under the contract.

Contractor shall be fully liable for the actions of its agents, employees, partners or subcontractors and shall fully indemnify and hold harmless the University from suits, actions, damages and costs of every name and description relating to personal injury and damage to real or personal tangible property caused by Contractor, its agents, employees, partners or subcontractors in the performance of the contract, without limitation; provided, however, that the Contractor shall not indemnify for that portion of any claim, loss or damage arising hereunder due to the negligent act or failure to act of the University.

Contractor will indemnify, defend and hold the University harmless, **without limitation**, from and against any and all damages, expenses (including reasonable attorneys' fees), claims judgments, liabilities and costs which may be finally assessed against the University in any action for infringement of a United States Letter Patent with respect to the Products, Materials, or Services furnished, or of any copyright, trademark, trade secret or intellectual property right, provided that the University shall give the Contractor: (i) prompt written notice of any action, claim or threat of infringement suit, or other suit, (ii) the opportunity to take over, settle or defend such action, claim or suit at Contractor's sole expense, and (iii) assistance in the defense of any such action at the expense of Contractor. Where a dispute or claim arises relative to a real or anticipated infringement, the University may require Contractor, at its sole expense, to submit such information and documentation, including formal patent attorney opinions, as the Commissioner of Administration shall require.

The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon: (i) University's unauthorized modification or alteration of a Product, Material, or Service; (ii) University's use of the Product, Material, or Service in combination with other products, materials, or services not furnished by Contractor; (iii) University's use in other than the specified operating conditions and environment.

In addition to the foregoing, if the use of any item(s) or part(s) thereof shall be enjoined for any reason or if Contractor believes that it may be enjoined, Contractor shall have the right, at its own expense and sole discretion as the University's exclusive remedy to take action in the following order of precedence: (i) to procure for the University the right to continue using such item(s) or part(s) thereof, as applicable; (ii) to modify the component so that it becomes non-infringing equipment of at least equal quality and performance; or (iii) to replace said item(s) or part(s) thereof, as applicable, with non-infringing components of at least equal quality and performance, or (iv) if none of the foregoing is commercially reasonable, then provide monetary compensation to the University up to the dollar amount of the Contract.

For all other claims against the Contractor where liability is not otherwise set forth in the contract as being "without limitation", and regardless of the basis on which the claim is made, Contractor's liability **for direct damages, shall be the greater of \$100,000, the dollar amount of the Contract, or two (2) times the charges for products, materials, or services rendered by the Contractor under the Contract.** Unless otherwise specifically enumerated herein mutually agreed between the parties, neither party shall be liable to the other for special, indirect or consequential damages, including lost data or records (unless the Contractor is required to back-up the data or records as part of the work plan), even if the party has been advised of the possibility of such damages. Neither party shall be liable for lost profits, lost revenue or lost institutional operating savings.

The University may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor, or may proceed against the performance and payment bond, if any, as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them.

1.33 Fidelity Bond Requirements

NOT REQUIRED FOR THIS RFP

1.34 Payment

1.34.1 Payment for Services

Each individual agency shall pay Contractor in accordance with the Pricing Schedule set forth in Exhibit A. The Contractor may invoice the agency monthly at the billing address designated by the agency. Payments will be made by the Agency within approximately thirty (30) days after receipt of a properly executed invoice, and approval by the Agency. Invoices shall include the contract and order number, using department and product purchased. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided.

1.34.2 Late Payments

Interest due by the University for late payments shall be in accordance with R.S. 39:1695 and 13:4202.

1.35 Termination

1.35.1 Termination of the Contract for Cause

The University may terminate the contract for cause based upon the failure of the Contractor to comply with the terms and/or conditions of the contract, or failure to fulfill its performance obligations pursuant to the contract, provided that the University shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct such failure and thereafter proceeded diligently to complete such correction, then the University may, at its option, place the Contractor in default and the contract shall terminate on the date specified in such notice.

The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the University to comply with the terms and conditions of the contract, provided that the Contractor shall give the University written notice specifying the University's failure and a reasonable opportunity for the University to cure the defect.

1.35.2 Termination of the Contract for Convenience

The University may terminate the contract at any time by giving thirty (30) days written notice to the Contractor of such termination or negotiating with the Contractor an effective date.

The Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily.

1.35.3 Termination for Non-Appropriation of Funds

The continuance of the contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act or Title 39 of the Louisiana Revised Statutes of 1950 to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

1.36 Assignment

The Contractor shall not assign any interest in the contract by assignment, transfer, or novation, without prior written consent of the University. This provision shall not be construed to prohibit the contractor from assigning his bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the University.

1.37 No Guarantee of Quantities

The quantities referenced in the RFP are estimated to be the amount needed. In the event a greater or lesser quantity is needed, the right is reserved by the University to increase or decrease the amount, at the unit price stated in the proposal.

The University does not obligate itself to contract for or accept more than its actual requirements during the period of the contract, as determined by actual needs and availability of appropriated funds.

1.38 Audit of Records

The State legislative auditor, federal auditors and internal auditors of the University, or others so designated by the DOA, shall have the option to audit all accounts directly pertaining to the resulting contract for a period of five (5) years after project acceptance or as required by applicable State and Federal law. Records shall be made available during normal working hours for this purpose.

1.39 Civil Rights Compliance

The Contractor agrees to abide by the requirements of the following as applicable: Title VI and Title VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Act of 1975, and Contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990. Contractor agrees not to discriminate in its employment practices, and will render services under the contract and any contract without regard to race, color, religion, sex, national origin, veteran status, political affiliation, or disabilities. Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of the contract.

1.40 Record Retention

The Contractor shall maintain all records in relation to the contract for a period of at least five (5) years after final payment.

1.41 Record Ownership

All records, reports, documents, or other material related to any contract resulting from this RFP and/or obtained or prepared by Contractor in connection with the performance of the services contracted for herein shall become the property of the University and shall, upon request, be returned by Contractor to the University, at Contractor's expense, at termination or expiration of the contract.

1.42 Content of Contract/ Order of Precedence

In the event of an inconsistency between the contract, the RFP and/or the Contractor's Proposal, the inconsistency shall be resolved by giving precedence first to the final contract, then to the RFP and subsequent addenda (if any) and finally, the Contractor's Proposal.

1.43 Contract Changes

No additional changes, enhancements, or modifications to any contract resulting from this RFP shall be made without the prior approval of OSP.

Changes to the contract include any change in: compensation; beginning/ ending date of the contract; scope of work; and/or Contractor change through the Assignment of Contract process. Any such changes, once approved, will result in the issuance of an amendment to the contract.

1.44 Substitution of Personnel

The University intends to include in any contract resulting from this RFP the following condition:

Substitution of Personnel: If, during the term of the contract, the Contractor or subcontractor cannot provide the personnel as proposed and requests a substitution, that substitution shall meet or exceed the requirements stated herein. A detailed resume of qualifications and justification is to be submitted to the University for approval prior to any personnel substitution. It shall be acknowledged by the Contractor that every reasonable attempt shall be made to assign the personnel listed in the Contractor's proposal.

1.45 Governing Law

All activities associated with this RFP process shall be interpreted under Louisiana Law. All proposals and contracts submitted are subject to provisions of the laws of the State of Louisiana including but not limited to L.R.S. 39:1551-1736; purchasing rules and regulations; executive orders; standard terms and conditions; special terms and conditions; and specifications listed in this RFP.

1.46 Claims or Controversies

Any claims or controversies shall be resolved in accordance with the Louisiana Procurement Code, RS39:1673.

1.47 Proposer's Certification of OMB A-133 Compliance

Certification of no suspension or debarment: By signing and submitting any proposal for \$25,000 or more, the proposer certifies that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in OMB Circular A-133.

A list of parties who have been suspended or debarred can be viewed via the internet at <https://www.sam.gov>.

1.48 Anti-Kickback Clause

The Contractor hereby agrees to adhere to the mandate dictated by the Copeland "Anti-Kickback" Act which provides that each Contractor or subgrantee shall be prohibited from inducing, by any means, any person employed in the completion of work, to give up any part of the compensation to which he is otherwise entitled.

1.49 Clean Air Act

The Contractor hereby agrees to adhere to the provisions which require compliance with all applicable standards, orders or requirements issued under Section 306 of the Clean Air Act

which prohibits the use under non-exempt Federal contracts, grants or loans of facilities included on the EPA list of Violating Facilities.

1.50 Energy Policy and Conservation Act

The Contractor hereby recognizes the mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act (P.L. 94-163).

1.51 Clean Water Act

The Contractor hereby agrees to adhere to the provisions which require compliance with all applicable standards, orders, or requirements issued under Section 508 of the Clean Water Act which prohibits the use under non-exempt Federal contracts, grants or loans of facilities included on the EPA List of Violating Facilities.

1.52 Anti-Lobbying and Debarment Act

The Contractor will be expected to comply with Federal statutes required in the Anti-Lobbying Act and the Debarment Act.

PART II: SCOPE OF WORK/SERVICES

2.1 Scope of Work/Services

The scope of work is to provide comprehensive facility operations and maintenance services for the University. The successful firm shall be required to furnish all labor, equipment, machinery, transportation and other implements necessary to execute this contract.

1. Operational Services - Those activities required for the performance of the normal functions for which a building is used. The contractor will be responsible for all charges (materials, supplies, labor, etc.) for the performance of operational services, including:
 - a. Custodial services
 - b. Grounds/Landscaping/Litter and Debris pick-up services
 - c. Solid waste and hazardous waste pick-up and disposal
 - d. Operation of service call center
 - e. Operation of Central and East Campus Utility Plants including two 24 hour/365 day stationary engineers
 - f. Pest control services - Termite treatment will be as needed.
 - g. Grease trap service
 - h. Supervision/Administration/Clerical
2. Special Operational Services – Special Operational Services – Those activities required for the performance of the normal functions for which a building is used but which can vary substantially from year to year. The Contractor will be responsible for all charges (materials, supplies, labor, etc.) up to a cost/value of \$5,000 per occurrence. The University will be responsible for all charges (materials, supplies, labor, etc.) for that portion of cost/value over \$5,000 per occurrence upon approval by the University.

This includes:

 - a. Moving services
 - b. University Sponsored event set-up. ***NOTE***For events sponsored by outside parties held at UNO the Contractor will provide rates for event set ups services which will be charged to the outside sponsor by the University, collected by the University and passed through to the Contractor.
3. Maintenance Services – The Contractor will be responsible for all charges (materials, supplies, labor, etc.) up to a cost/value of \$5,000 per occurrence. This includes but is not limited to all trades, electrical, plumbing, carpentry, abatement, auto mechanics, HVAC and painting as well as responsibility for the Utility plants and service center. The University will be responsible for all charges (materials, supplies, labor, etc.) for that portion of cost/value over \$5,000 per occurrence upon approval by the University. This includes all types of maintenance including but not limited to preventative, corrective, reactive, routine, emergency, planned and predictive, inspection, testing, repair, renovation and construction to UNO facilities.
4. Maintenance contracts – Contractor will be responsible for providing all maintenance contracts currently provided to UNO by outside contractors with the same levels of coverage as UNO's current maintenance contracts. The contractor will be responsible for all charges (materials. supplies, labor, etc.) for the maintenance contracts, however, for

repairs not covered under the maintenance contracts, the Contractor will be responsible for all charges (materials, supplies, labor, etc.) up to a cost/value of \$5,000 per occurrence. For repairs not covered under the maintenance contracts, the University will be responsible for all charges (materials, supplies, labor, etc.) for that portion of cost/value over \$5,000 per occurrence upon approval by the University. This includes:

- a. Elevator Maintenance
- b. Fire Pump Sprinkler Maintenance
- c. Fire Alarm Maintenance
- d. Fire Extinguishers Inspection, Testing and Replacement

The areas of service include:

1. Main Campus buildings and Utility Plants (see Exhibit E)
2. East Campus Utility Plant (see Exhibit E)
3. Auxiliaries and Ancillary Facilities- These building currently employ their own custodial staff or contract with outside firms, apart from Facility Services. The University desires to receive pricing for custodial services for these facilities, however, the University, at its discretion, may choose to include or not to include custodial services for any or all of these Auxiliary and Ancillary Facilities. All other services (operational, maintenance and maintenance contracts) provided under this RFP (other than custodial) will be included for these facilities in any contract resulting from the RFP.
 - a. Recreation Center
 - b. Lakefront Arena
 - c. Jefferson Center
 - d. University Center (except for food service areas under the control of an outside contractor and the bookstore which is also under the control of an outside contractor).
 - e. Athletic Center
 - f. Residential Housing - Pontchartrain Halls and Lafitte Village. No services will be provided under this RFP for Privateer Place apartments. In addition to normal custodial services, UNO's residential housing utilizes a room-by-room as needed "Make Ready" service when the rooms are not occupied (between semesters, etc.)
 - g. Coastal Education and Research Facility
 - h. UNO St. Claude Gallery

Staffing

The successful firm shall be required to provide a level of expertise and training to restructure and manage Physical Facilities at a level of proficiency guided by such professional organizations as Association of Physical Plant Administrators (APPA) and International Facility Management Association (IFMA).

Contractor shall maintain documentation that all employees have been trained in appropriate safety measures to ensure contractor employees are performing their work in a safe manner. All safety measures should comply with state and federal laws.

New (other than existing UNO Civil Service Classified employees) Contractor employees shall pass criminal background checks and drug screening before a permanent employment offer on the University campus.

The University Facility Services Department currently has a total of 90 employees. These fall into two types under Louisiana's Civil Service classifications, those that are "non-classified" and those that are "classified". Currently Facility Services has 11 non-classified employees and 79 classified employees. Total employee salaries for FY2014 were \$3,253,409, not including fringe benefits (see Exhibits C and D).

	Salaries	Fringe Benefits	Total
Classified	\$2,544,004.20	\$1,171,571.57 (actual)	\$3,715,575.77
Non-Classified	<u>\$ 709,405.00</u>	<u>\$ 305,044.15 (est. at 43%)</u>	<u>\$1,014,449.15</u>
	\$3,253,409.20	\$1,476,615.72	\$4,730,024.92

The University has one plumber and one electrician "on call" at all times. There is one beeper for the plumbers and one for the electricians. The beepers rotate weekly from one employee to the other. Employees receive \$2.25 for each hour they carry the beeper.

The successful Proposer shall be required to provide all management and other personnel necessary for the provision of comprehensive Facility Services as specified in this RFP at a level of quality acceptable to the University, with the exception of those employees who may be employed by the University itself for the purposes of coordination, liaison and oversight of Facility Services provided by the successful Proposer. The successful Proposer shall be solely responsible for the costs of salaries or wages and benefits for such employees.

The University requests that the successful Proposer interview the existing non-classified UNO employees for potential employment (see Exhibit D). The Contractor should give first consideration to hiring UNO's non-classified Facility Services employees, however, it is up to the contractor to determine if these employees fit within the Contractor's plan for UNO's Facility Services operations.

However, the Contractor will be required to keep current Facility Services' employees who are classified by Louisiana Civil Service. Facility Services' 79 classified civil services employees' salaries totaled \$2,544,004 (not in Fringe Benefits) in fiscal year 2013-14 (7/1/13-06/30/14). Please see Classified Civil Service Employee List attached as Exhibit C.

These classified UNO employees receive 14 paid days of holiday leave (as do all UNO's fiscal employees) according to the schedules found at the following web link
http://hrm.uno.edu/hrm_holidays.cfm.

These classified employees also earn days of paid annual leave and sick leave as summarized below and explained in detail in UNO's Administrative Policy on Attendance Leave Records (see link below).

DAYS OF ANNUAL LEAVE EARNED PER MONTH BY CLASSIFIED FULL-TIME EMPLOYEES		
Years of State Service	Service Hours	Civil Service Hourly Accrual Rate
Less than 3 years	0 – 8,759	0.0461 per hour
3 years but less than 5 years	8,760 – 14,599	0.0576 per hour
5 years but less than 10 years	14,600 – 29,199	0.0692 per hour
10 years but less than 15 years	29,200 – 43,799	0.0807 per hour
15 years and above	43,800 +	0.0923 per hour

DAYS OF ANNUAL LEAVE EARNED PER MONTH BY ACTIVE UNCLASSIFIED FULL-TIME EMPLOYEES WHO ELECTED THE LSU SYSTEM ANNUAL LEAVE ACCRUAL SCHEDULE PRIOR TO THE UL SYSTEM TRANSFER ON Dec. 6, 2011		
Years of State Service	Accrual Rate	Maximum Balance
Less than 3 years	14 hours per month	176*
3 years but less than 5 years	14 hours per month	176*
5 years but less than 10 years	14 hours per month	176*
10 years but less than 15 years	14 hours per month	No Limit
15 years and above	16 hours per month	No Limit

DAYS OF SICK LEAVE EARNED PER MONTH BY CLASSIFIED FULL-TIME EMPLOYEES		
Years of State Service	Service Hours	Civil Service Hourly Accrual Rate
Less than 3 years	0 – 8,759	0.0461 per hour
3 years but less than 5 years	8,760 – 14,599	0.0576 per hour
5 years but less than 10 years	14,600 – 29,199	0.0692 per hour
10 years but less than 15 years	29,200 – 43,799	0.0807 per hour
15 years and above	43,800 +	0.0923 per hour

The classified employees are eligible for a 4% performance adjustment each year, conditioned on their receipt of a satisfactory performance rating. However, if the fiscal climate is such that the university is unable to pay performance adjustments, UNO may submit a request to the State Civil Service Commission to withhold performance adjustments. This is done in the way of a layoff avoidance measure (Withholding Performance Adjustments) in accordance with Chapter 17 of the Civil Services Rules. <http://www.civilservice.louisiana.gov/CSRules/Chapter6.aspx>
<http://www.civilservice.louisiana.gov/CSRules/Chapter17.aspx>

The basic conditions of classified employment are determined by State Civil Service. UNO will require that the successful proposer utilize the classified employees in its operations under the following conditions:

- Employees who so elect will continue as UNO employees and be paid by UNO which will bill the successful Proposer for its actual costs for such employees, including actual salary and the actual rate for fringe benefits. Conditions of employment will be as they apply to classified employees. The University used a composite fringe benefit rate of 41% of employee pay for all employees at the University for FY2014. The actual fringe benefits for Facility Services' classified employees was \$1,171,571.57 or an average of 47.02% (see Exhibit C). This is higher than the University average because of the relatively low salaries of these classified employees. The composite fringe benefit rate is projected to rise to forty three percent (43%) on 7/1/14".
- Employees will continue to receive all fringe and other benefits applicable to classified employees.

	Salaries	Fringe Benefits	Total
Classified	\$2,544,004.20	\$1,171,571.57 (actual)	\$3,715,575.77

As classified employee positions become vacant through normal attrition, proposer may replace such employees with its own employees who shall be subject to such employment conditions as apply to employees of Proposer.

Please refer to the UNO Staff Handbook (<http://hrm.uno.edu/staffhandbook.pdf>) for conditions of employment and benefits for Classified, Administrative, and Professional employees.

The Contractor will provide uniforms for all staff except for supervisory management.

Miscellaneous

The Facility Services Department owns and utilizes 19 licensed trucks and vans, 9 Kubota off road vehicles, 10 Daihatsu off road vehicles, 1 electric car, 2 tractors, 1 backhoe, 1 bobcat and one mower (see Exhibit G). Any or all of these vehicles will be available for use by the Contractor if desired so long as sufficient insurance/indemnification can be provided by the Contractor.

Contractor must abide by UNO vehicle requirements (i.e. parking passes).

Weekly meetings between the Contractor and the University are mandatory for the first six (6) months. Thereafter, meetings will be scheduled on a less frequent basis. Contractor will provide quality assurance inspection reports regarding APPA Level standards. Contractor will also provide benchmark reports such as percentage of work orders completed, service costs/sq. ft., chemical costs/sq. ft., staffing/sq. ft., etc.

For significant changes in UNO operations (new buildings, expanded services, etc), the University and Contractor will re-evaluate staffing needs and costs to UNO based on services and building square foot. Any changes deemed necessary may be implemented in phases depending on budget.

The University will provide office space and phones for two (2) Contractor staff. Contractor will provide computers, office supplies, etc.

The University will not provide any equipment required for the performance of this work. The University will provide on-site storage for equipment such as cleaning supplies, toiletries as well as vehicles including golf carts. Campus Police and UNO Facility Services will have emergency keys for all on-site storage areas.

Any Contractor vehicle such as golf carts or trucks are the responsibility of the Contractor to service, fuel, and/or maintain safety.

The Contractor will provide a Special Services Non-Routine Rate sheet for Housekeeping and Maintenance work (carpenters, plumbers, electricians, locksmiths, operators, HVAC, etc.) based on an hourly rate, fringe benefits, minor supplies cost, management cost, profit, etc.

The Contractor must have the ability to provide disaster recovery services to the University if needed at the University's expense.

2.2 Period of Agreement

The term of any contract resulting from this solicitation shall be for 5 years beginning on or about January 21, 2015.

2.3 Price Schedule

Prices proposed by the proposers should be submitted on the price schedule furnished herein on Exhibit A. Prices submitted shall be firm for the term of the contract. Prices should include delivery of all items F.O.B. destination.

The successful firm shall be required to furnish all labor, equipment, machinery, transportation and other implements necessary to execute this contract.

Proposers should provide separate pricing for each of the following area of work as further describe in section 2.1 Statement of Work/Services.

1. Housekeeping - Includes all buildings (see Exhibit E), this is considered an Operational Service for pricing purposes. The University desires pricing for both APPA level 2 and APPA level 3 service (see Exhibit F).

Auxiliaries and Ancillary Facilities currently employ their own custodial staff or contract with outside firms, apart from Facility Services. The University desires to receive pricing for custodial services for these facilities, however, the University, at its discretion, may choose to include or not to include custodial services for any or all of these Auxiliary and Ancillary Facilities. All other services (operational, maintenance and maintenance contracts) provided under this RFP (other than custodial) will be included for these facilities in any contract resulting from the RFP.

- a. Recreation Center
- b. Lakefront Arena
- c. Jefferson Center

- d. University Center (except for food service areas under the control of an outside contractor and the bookstore which is also under the control of an outside contractor).
 - e. Athletic Center
 - f. Residential Housing - Pontchartrain Halls and Lafitte Village. No services will be provided under this RFP for Privateer Place apartments. In addition to normal custodial services, UNO's residential housing utilizes a room-by-room as needed "Make Ready" service when the rooms are not occupied (between semesters, etc.)
 - g. Coastal Education and Research Facility
 - h. UNO St. Claude Gallery
- 2. Grounds/Landscaping – Includes all grounds, this is considered an Operational Service for pricing purposes. The University desires pricing for both APPA level 2 and APPA level 3 service.
- 3. Maintenance Services – Includes all of the following services. The University desires pricing for both APPA level 2 and APPA level 3 service.
 - a. All Maintenance – This is considered Maintenance Services for pricing purposes.
 - b. All Maintenance Contracts – This is considered Maintenance Contracts for pricing purposes.
 - c. Operation of Central Plants (Main and East Campus) - This is considered an Operational Service for pricing purposes.
 - d. Operation of Service Center - This is considered an Operational Service for pricing purposes.
- 4. Other Services
 - a. Pest Control Services – Includes all buildings (see Exhibit E) and buildings must be kept pest free. Termite treatment will be as needed. This is considered an Operational Service for pricing purposes.
 - b. Solid Waste and Hazardous Waste Disposal – Includes all buildings. This is considered an Operational Service for pricing purposes.
 - c. Event Set Up - This is considered Special Operations Services for pricing purposes.
 - d. Moving Services – This is considered Special Operations Services for pricing purposes.
 - e. Motor Pool – The contractor will be responsible for all of UNO's Motor Pool functions. This includes receiving hard copy forms from UNO departments with vehicles and submitting all monthly web-based forms required by the State of LA for all UNO vehicles (see Exhibit G), purchase of gasoline and diesel for storage in UNO owned tanks for use by UNO vehicles. Charges for all repairs on UNO vehicles repaired in UNO's Auto Mechanics Shop (except for vehicles used by Facility Services) may be billed to UNO departments though interdepartmental invoice. All gasoline and diesel used from UNO

storage tanks by UNO vehicles (except for vehicles used by Facility Services) may be billed to UNO department through interdepartmental invoice.

2.3.1 Pricing Definitions

1. Operational Services - Those activities required for the performance of the normal functions for which a building is used. The contractor will be responsible for all charges (materials, supplies, labor, etc.) for the performance of operational services.
 - a. Custodial services
 - b. Grounds/Landscaping/Litter and Debris pick-up services
 - c. Solid waste and hazardous waste pick-up and disposal
 - d. Operation of service call center
 - e. Operation of Central and East Campus Utility Plants including two 24 hour/365 day stationary engineers
 - f. Pest control services - Termite treatment will be as needed.
 - g. Grease trap service
 - h. Supervision/Administration/Clerical
2. Special Operational Services – Special Operational Services – Those activities required for the performance of the normal functions for which a building is used but which can vary substantially from year to year. The Contractor will be responsible for all charges (materials, supplies, labor, etc.) up to a cost/value of \$5,000 per occurrence. The University will be responsible for all charges (materials, supplies, labor, etc.) for that portion of cost/value over \$5,000 per occurrence upon approval by the University. This includes:
 - a. Moving services
 - b. University Sponsored event set-up. ***NOTE***For events sponsored by outside parties held at UNO the Contractor will provide rates for event set ups services which will be charged to the outside sponsor by the University, collected by the University and passed through to the Contractor.
3. Maintenance Services – The Contractor will be responsible for all charges (materials, supplies, labor, etc.) up to a cost/value of \$5,000 per occurrence. This includes but is not limited to all trades, electrical, plumbing, carpentry, abatement, auto mechanics, HVAC and painting as well as responsibility for the Utility plants and service center. The University will be responsible for all charges (materials, supplies, labor, etc.) for that portion of cost/value over \$5,000 per occurrence upon approval by the University. This includes all types of maintenance including but not limited to preventative, corrective, reactive, routine, emergency, planned and predictive, inspection, testing, repair, renovation and construction to UNO facilities.
4. Maintenance contracts – Contractor will be responsible for providing all maintenance contracts currently provided to UNO by outside contractors with the same levels of coverage as UNO's current maintenance contracts. The contractor will be responsible for all charges (materials, supplies, labor, etc.) for the maintenance contracts, however, for repairs not covered under the maintenance contracts, the Contractor will be responsible for all charges (materials, supplies, labor, etc.) up to a

cost/value of \$5,000 per occurrence. For repairs not covered under the maintenance contracts, the University will be responsible for all charges (materials, supplies, labor, etc.) for that portion of cost/value over \$5,000 per occurrence upon approval by the University. This includes:

- a. Elevator Maintenance
- b. Fire Pump Sprinkler Maintenance
- c. Fire Alarm Maintenance
- d. Fire Extinguishers Inspection, Testing and Replacement

2.4 Deliverables

The deliverables listed in this section are the minimum desired from the successful proposer. Every proposer should describe what deliverables will be provided per their proposal and how the proposed deliverables will be provided.

The University desires APPA level 2 or APPA level 3 services for all services provided under this RFP.

2.5 Location

The location(s) the work/service is to be performed, completed and/or managed is/are at all current UNO campus locations.

2.6 Proposal Elements

Cover Letter (See section 1.5.)

2.6.1 Financial

Proposal shall include prices per the schedule furnished in Exhibit A, as well as other potential charges (if any) for proposed services associated with the RFP program implementation and administration that you wish the University to consider.

2.6.2 Technical

Each Proposer should address how the firm will meet all the requirements of this RFP, with particular attention to those areas covered in PART II: SCOPE OF WORK/SERVICES.

1. Provide brief narrative describing Contractor's history, background, qualifications, relevant experience, and unique benefits UNO will receive from your services.
 - a. Please provide a brief summary of Proposer's history and background.
 - b. The Contractor shall have a minimum of ten (10) years previous experience in managing Facilities Services operations for institutions of higher education, government or private industry of equal or greater size than UNO. Please submit evidence demonstrating this experience.

- c. Please provide references for at least three universities, government agencies, or private firms for whom similar or larger scope services are currently being provided. Include a contact person and telephone number for each reference.
 - d. Please submit a summary of work completed which demonstrates your firm's ability to control costs, provide quality work, and meet schedules.
 - e. Contractor's experience must include the ability to create, identify, engineer, design, maintain, monitor, and manage a large-scale, comprehensive maintenance and operational efficiency program including measurement of building and operational efficiency. Please submit evidence demonstrating this ability.
 - f. Provide information demonstrating the Proposers financial strength and stability (financial statements, annual reports, or similar data for the last three years).
 - g. Provide evidence of providing excellent customer service.
2. Submit a plan for providing services. Please describe your approach and methodology.
- a. Describe how you will provide the services required under this RFP.
 - b. Confirm that you will provide all required services as specified in the RFP.
 - c. Describe how you will provide the chosen APPA standard for housekeeping.
 - d. Describe how you will provide the chosen APPA standard for grounds/landscaping.
 - e. Describe how you will provide the chosen APPA standard for maintenance.
 - f. Confirm that you will provide all operation services as required for no additional charges to UNO.
 - g. Describe how you will provide special operational services as required by the RFP. List all pricing for outside party (non-UNO) sponsored events.
 - h. Describe how you will gain operational efficiencies.
 - i. Describe how you will minimize and control expenses.
 - j. Describe how you will identify problems, prioritize, define goals and objectives, identify solution and plan, schedule and complete solutions.
 - k. Describe how you will incorporate technology with resulting efficiencies.
 - l. Describe how you will change internal structure and controls to bring about strategic value.
 - m. Describe how you will incorporate internal operating procedures.
 - n. Describe your program for improved preventative maintenance.
 - o. Describe your access to resources not available to UNO and how these resources will benefit UNO.
 - p. Confirm that Proposer will keep current Facility Services' employees who are classified by Louisiana Civil Service and reimburse the University for salary and fringe benefits for those employees.
 - q. Discuss your firm's (if any) experience managing classified state civil service employees at another institution in a situation similar to that proposed at UNO.
 - r. Discuss your firm's ability to increase overall employee productivity.
 - s. Supervisory Training/Development - Describe the supervisory and management training and development program you will implement at UNO for supervisory personnel. Include subjects and hours of training.
 - t. Worker Training - Provide a specific description of the training to be implemented for Custodial, Grounds, Central Plant, Mechanical Maintenance, Building Maintenance, Support Staff, and any other workers.
 - u. Explain how you will provide customer service, including personnel assigned.
 - v. Describe how you will provide 24/7/365 coverage for plumbers and electricians. Please describe how you will provide any other after hours coverage.

- w. Provide detailed resumes, with references, for all proposed personnel to fill the contracted positions. An explanation why the proposed personnel were selected as part of the proposal management team is to be included. Provide information about subcontractors, if any.
- x. Describe and outline a 5-year plan that provides for continuous improvement for the Department of Facilities Services at the University.
- y. Discuss the approach to be used to interface with the UNO administration, faculty, staff and students. Describe the interface with the work force of Facility Services.
- z. Describe innovative concepts to be utilized, if any, for consideration.
- aa. Facilities Management Software Computerized Maintenance Management (Service Center) – Contractor shall review and determine if the existing automated maintenance management system (TMA) will provide the needed data in order to effectively operate, maintain, monitor and repair all building systems. If Contractor determines the need to utilize the existing system, the ongoing cost will be the responsibility of Contractor.
 - i. If the Contractor determines the existing automated system will not provide the needed functionality, Contractor shall provide a detailed plan on the type of system it will propose in order to effectively manage all building systems.
 - ii. Contractor shall also address the manner in which the customers will access the services either through an automated work order system or through a staffed help desk operation.
 - iii. Describe the Facilities Management software you will provide, including any hardware requirements. The description of software should include, at a minimum: system modules, operating system, reports generated, data format, database engine, query capabilities and the like. The University will retain unconditional rights of ownership of all data generated by the system and such data must be submitted to the University at the end of the contract period in a standard file format (.dbf or equivalent) accompanied by table definitions and data dictionaries. Describe provisions for licensing and continued use of the software by the University at the end of the contract period.
- bb. Discuss your firm's plan to fully implement Facility Explorer software at UNO (see Exhibit I).
- cc. Energy Management-- Contractor will describe the methods, equipment and recommended strategies to better measure and manage the University's utility costs. Provide specific recommendations to improve our energy management program for reduced consumption and demand. Such recommendations should not include any sharing of savings with the Contractor because this type of arrangement is not feasible under current Louisiana law within the contract resulting from this RFP.
- dd. Sustainability Plan -- The Contractor will provide a Sustainability Plan with a detailed narrative on how the company plans to reduce waste and maximize the fullest possible of recyclable materials, as well as proposed process for monthly reporting. Examples of plan components include: Waste minimization and pollution prevention plan, including tracking and reporting; Web site for info on how to recycle, where, and why (include specific items like batteries and fluorescent light bulbs); Student involvement plan to reduce costs.
- ee. Special Projects – Contractor should be able to handle special projects outside the normal contract parameters when funding is provided by the University for materials, labor and/or overtime as needed and requested by the University. Describe the Proposer's ability to handle special projects. Provide pricing for services handled as

special projects outside the normal contract parameters when funding is provided by the University.

- ff. Disaster Recovery – Contractor should be able to provide disaster recovery services. Emergency preparation prior to disaster will be provided and paid for by the Contractor. Any significant costs for emergency response immediately after disaster approved by the University will be paid by the University. Describe the Proposer's ability to provide such services.
- gg. Project Schedule – Please describe the Proposer's implementation plan. This schedule should include implementation timelines, responsible parties, etc.

Any other information deemed pertinent by the Proposer including terms and conditions which the Proposer wishes the University to consider.

2.6.3 Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Participation

Each Proposer should address how the firm will meet the following:

The State of Louisiana Veteran and Hudson Initiatives are designed to provide additional opportunities for Louisiana-based small entrepreneurship (sometimes referred to as LaVet's and SE's respectively) to participate in contracting and procurement with the state. A certified Veteran-Owned and Service-Connected Disabled Veteran-Owned small entrepreneurship (LaVet) and a Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) small entrepreneurship are businesses that have been certified by the Louisiana Department of Economic Development. All eligible vendors are encouraged to become certified. Qualification requirements and online certification are available at https://smallbiz.louisianaforward.com/index_2.asp.

If a proposer is not a certified small entrepreneurship as described herein, but plans to use certified small entrepreneurship(s), proposer shall include in their proposal the names of their certified Veteran Initiative or Hudson Initiative small entrepreneurship subcontractor(s), a description of the work each will perform, and the dollar value of each subcontract.

During the term of the contract and at expiration, the Contractor will also be required to report Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship subcontractor or distributor participation and the dollar amount of each.

The statutes (R.S 39:2171 *et. seq.*) concerning the Veteran Initiative may be viewed at <http://legis.la.gov/lss/lss.asp?doc=671504>; and the statutes (R.S 39:2001 *et. seq.*) concerning the Hudson Initiative may be viewed at <http://legis.la.gov/lss/lss.asp?doc=96265>. The rules for the Veteran Initiative (LAC 19:VII. Chapters 11 and 15) and for the Hudson Initiative (LAC 19:VIII Chapters 11 and 13) may be viewed at <http://www.doa.louisiana.gov/osp/se/se.htm>.

A current list of certified Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship may be obtained from the Louisiana Economic Development Certification System at https://smallbiz.louisianaforward.com/index_2.asp. Additionally, a list of Hudson and Veteran Initiative small entrepreneurship, which have been certified by the Louisiana Department of Economic Development and who have opted to register in the State of Louisiana LaGov Supplier Portal https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymous?quest_user=self_reg may be

accessed from the State of Louisiana Procurement and Contract (LaPAC) Network <http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/Vendor/VndPubMain.cfm?tab=2>. When using this site, determine the search criteria (i.e. alphabetized list of all certified vendors, by commodities, etc.) and select SmallE, VSE, or DVSE.

PART III: EVALUATION

The evaluation committee shall assign points to its evaluation of each Proposal as follows:

Evaluation Criteria	Possible Points
Financial Proposal (Section 3.1)	50
Technical Proposal (Section 3.2)	40
Veteran and Hudson Initiative (Section 3.2.1)	10
Total Possible Points	100

The proposal will be evaluated in light of the material and the substantiating evidence presented to the University, not on the basis of what may be inferred.

The scores for the Financial and Technical Proposals will be combined to determine the overall score. The Proposer with the highest overall score will be recommended for award.

3.1 Financial Proposal

The following financial criteria will be evaluated:

Prices proposed by the Proposers should be submitted on the price schedule furnished in Exhibit "A". Prices proposed should be firm.

The information provided in response to this section will be used in the Financial Evaluation to calculate lowest evaluated cost.

A proposer's base cost score (BCS) will be based on the cost information provided in Exhibit A and computed as follows:

$$\text{BCS} = (\text{LPC}/\text{PC} \times \text{FPP})$$

Where: BCS = Computed cost score (points) for proposer being evaluated
 LPC = Lowest proposed cost of all proposers
 PC = Total cost of proposer being evaluated
 FPP = Financial Proposal Points

Note: The proposer must include an itemized listing of all expenses or fees, if applicable, that are expected to be paid by the agency.

3.2 Technical Proposal

The following criteria are of importance and relevance to the evaluation of this RFP and will be used by the Evaluation Committee in the evaluation of the technical proposal. Such factors may include but are not limited to:

- Company Qualifications, Background and Experience
 - Financial Stability
 - Customer Satisfaction
- Approach and Methodology
 - Service Performance
 - Service Improvement
 - Staffing and Training
 - Facilities Management Software
 - Facility Explorer
 - Energy Management
 - Sustainability Plan
 - Special Projects
 - Disaster Recovery
 - Implementation Plan

3.2.1 Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Participation

Ten percent (10%) of the total evaluation points on this RFP are reserved for proposers who are themselves a certified Veteran or Hudson Initiative small entrepreneurship or who will engage the participation of one or more certified Veteran or Hudson Initiatives small entrepreneurship as subcontractors.

Reserved points shall be added to the applicable proposers' evaluation score as follows:

Proposer Status and Reserved Points

- Proposer is a certified small entrepreneurship: Full amount of the reserved points
- Proposer is not a certified small entrepreneurship but has engaged one or more certified small entrepreneurship to participate as subcontractors or distributors. Points will be allocated based on the following criteria:
 - the number of certified small entrepreneurship to be utilized
 - the experience and qualifications of the certified small entrepreneurship(s)
 - the anticipated earnings to accrue to the certified small entrepreneurship(s)

If the proposer is not a certified small entrepreneurship as described herein, but plans to use certified small entrepreneurship(s), proposer shall include in their proposal the names of their certified Veteran Initiative or Hudson Initiative small entrepreneurship subcontractor(s), a description of the work each will perform, and the dollar value of each subcontract.

PART IV: PERFORMANCE STANDARDS

4.1 Performance Requirements

The performance of the Contractor will be assessed based on the APPA levels of service criteria contained in this RFP (see Exhibit F). Campus appearance, employee satisfaction and motivation, systems operations, expenditures and customer satisfaction is extremely important.

4.2 Performance Measurement/Evaluation

Increase operational effectiveness and efficiency of campus buildings and infrastructure using the APPA levels of service criteria for custodial, maintenance and grounds contained in this RFP (see exhibit F). The contractor will be responsible for all work at an acceptable level or higher and for continuously self-auditing his performance.

4.3 Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Reporting Requirements

During the term of the contract and at expiration, the Contractor will be required to report Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship subcontractor or distributor participation and the dollar amount of each.

**Exhibit A
Pricing Schedule**

Prices proposed by the Contractors should be submitted on this Price Schedule. Prices submitted shall be firm for the term of the contract. Prices should include delivery of all items F.O.B. destination.

The successful firm shall be required to furnish all labor, equipment, machinery, transportation and other implements necessary to execute this contract.

Proposers should provide separate pricing for each of the following areas of work as further described in section 2.1 Statement of Work/Services.

Housekeeping - Includes all buildings (see Exhibit E) except the Auxiliaries and Ancillary Facilities listed below which will be priced separately for Housekeeping Services. This is considered an Operational Service for pricing purposes. The University desires annual pricing for both APPA level 2 and APPA level 3 service (see Exhibit F).

Annual Price for APPA level 2 Housekeeping	\$ _____
Annual Price for APPA level 3 Housekeeping	\$ _____

Auxiliaries and Ancillary Facilities currently employ their own custodial staff or contract with outside firms, apart from Facility Services. The University desires to receive pricing for custodial services for these facilities, however, the University, at its discretion, may choose to include or not to include custodial services for any or all of these Auxiliary and Ancillary Facilities. All other services (operational, maintenance and maintenance contracts) provided under this RFP (other than custodial) will be included for these facilities in any contract resulting from the RFP.

a. Recreation Center	
Annual Price for APPA level 2 Housekeeping	\$ _____
Annual Price for APPA level 3 Housekeeping	\$ _____
b. Lakefront Arena	
Annual Price for APPA level 2 Housekeeping	\$ _____
Annual Price for APPA level 3 Housekeeping	\$ _____
c. Jefferson Center	
Annual Price for APPA level 2 Housekeeping	\$ _____
Annual Price for APPA level 3 Housekeeping	\$ _____
d. University Center	
Annual Price for APPA level 2 Housekeeping	\$ _____
Annual Price for APPA level 3 Housekeeping	\$ _____

(except for food service areas under the control of an outside contractor and the bookstore which is also under the control of an outside contractor).

e. Athletic Center	
--------------------	--

- | | |
|--|----------|
| Annual Price for APPA level 2 Housekeeping | \$ _____ |
| Annual Price for APPA level 3 Housekeeping | \$ _____ |
- f. Residential Housing
- | | |
|--|----------|
| Annual Price for APPA level 2 Housekeeping | \$ _____ |
| Annual Price for APPA level 3 Housekeeping | \$ _____ |
- Pontchartrain Halls and Lafitte Village. No services will be provided under this RFP for Privateer Place apartments. In addition to normal custodial services, UNO's residential housing utilizes a room-by-room as needed "Make Ready" service when the rooms are not occupied (between semesters, etc.)
- g. Coastal Education and Research Facility
- | | |
|--|----------|
| Annual Price for APPA level 2 Housekeeping | \$ _____ |
| Annual Price for APPA level 3 Housekeeping | \$ _____ |
- h. UNO St. Claude Gallery
- | | |
|--|----------|
| Annual Price for APPA level 2 Housekeeping | \$ _____ |
| Annual Price for APPA level 3 Housekeeping | \$ _____ |

Grounds/Landscaping – Includes all grounds, this is considered an Operational Service for pricing purposes. The University desires pricing for both APPA level 2 and APPA level 3 service.

Annual Price for APPA level 2 Housekeeping	\$ _____
Annual Price for APPA level 3 Housekeeping	\$ _____

Maintenance Services – Includes all of the following services. The University desires pricing for both APPA level 2 and APPA level 3 service.

- a. All Maintenance – This is considered Maintenance Services for pricing purposes.
- b. All Maintenance Contracts – This is considered Maintenance Contracts for pricing purposes.
- c. Operation of Central Plants (Main and East Campus) - This is considered an Operational Service for pricing purposes.
- d. Operation of Service Center/Stockroom - This is considered an Operational Service for pricing purposes.

Annual Price for APPA level 2 Maintenance	\$ _____
Annual Price for APPA level 3 Maintenance	\$ _____

Other Services

1. Pest Control Services – Includes all buildings (see Exhibit E) and buildings must be kept pest free. Termite treatment will be as needed. This is considered an Operational Service for pricing purposes.
Annual Price for Pest Control Services \$ _____
2. Solid Waste and Hazardous Waste Disposal – Includes all buildings. This is considered an Operational Service for pricing purposes.
Annual Price for Waste Disposal \$ _____

3. Event Set Up - This is considered Special Operations Services for pricing purposes.
Annual Price for Event Set Up Services \$_____

4. Moving Services – This is considered Special Operations Services for pricing purposes.
Annual Price for Moving Services \$_____

5. Motor Pool - The contractor will be responsible for all of UNO's Motor Pool functions. This includes receiving hard copy forms from UNO departments with vehicles and submitting all monthly web-based forms required by the State of LA for all UNO vehicles (see Exhibit G), purchase of gasoline and diesel for storage in UNO owned tanks for use by UNO vehicles. Charges for all repairs on UNO vehicles repaired in UNO's Auto Mechanics Shop (except for vehicles used by Facility Services) may be billed to UNO departments through interdepartmental invoices. All gasoline and diesel used from UNO storage tanks by UNO vehicles (except for vehicles used by Facility Services) may be billed to UNO department through interdepartmental invoice.
Annual Price for Motor Pool Services \$_____

6. Submit a price for the completion of UNO's Facility Explorer Conversion as described in Exhibit I \$_____

Pricing Definitions

1. Operational Services - Those activities required for the performance of the normal functions for which a building is used. The contractor will be responsible for all charges (materials, supplies, labor, etc.) for the performance of operational services, including:
 - a. Custodial services
 - b. Grounds/Landscaping/Litter and Debris pick-up services
 - c. Solid waste and hazardous waste pick-up and disposal
 - d. Operation of service call center
 - e. Operation of Central and East Campus Utility Plants including two 24 hour/365 day stationary engineers
 - f. Pest control services - Termite treatment will be as needed.
 - g. Grease trap service
 - h. Supervision/Administration/Clerical

2. Special Operational Services – Special Operational Services – Those activities required for the performance of the normal functions for which a building is used but which can vary substantially from year to year. The Contractor will be responsible for all charges (materials, supplies, labor, etc.) up to a cost/value of \$5,000 per occurrence. The University will be responsible for all charges (materials, supplies,

labor, etc.) for that portion of cost/value over \$5,000 per occurrence upon approval by the University.

This includes:

- a. Moving services
 - b. University sponsored event set-up. ***NOTE*** For events sponsored by outside parties held at UNO, the Contractor will provide rates for event set up services which will be charged to the outside sponsor by the University, collected by the University and passed through to the Contractor.
3. Maintenance Services – The Contractor will be responsible for all charges (materials, supplies, labor, etc.) up to a cost/value of \$5,000 per occurrence. This includes but is not limited to all trades, electrical, plumbing, carpentry, abatement, auto mechanics, HVAC and painting as well as responsibility for the Utility plants and service center. The University will be responsible for all charges (materials, supplies, labor, etc.) for that portion of cost/value over \$5,000 per occurrence upon approval by the University. This includes all types of maintenance including but not limited to preventative, corrective, reactive, routine, emergency, planned and predictive, inspection, testing, repair, renovation and construction to UNO facilities.
4. Maintenance contracts – Contractor will be responsible for providing all maintenance contracts currently provided to UNO by outside contractors with the same levels of coverage as UNO's current maintenance contracts. The contractor will be responsible for all charges (materials, supplies, labor, etc.) for the maintenance contracts, however, for repairs not covered under the maintenance contracts, the Contractor will be responsible for all charges (materials, supplies, labor, etc.) up to a cost/value of \$5,000 per occurrence. For repairs not covered under the maintenance contracts, the University will be responsible for all charges (materials, supplies, labor, etc.) for that portion of cost/value over \$5,000 per occurrence upon approval by the University. This includes:
 - a. Elevator Maintenance
 - b. Fire Pump Sprinkler Maintenance
 - c. Fire Alarm Maintenance
 - d. Fire Extinguishers Inspection, Testing and Replacement

Exhibit B
Facility Services Expenditures for 3 Years

Account	FY 11-12	FY 12-13	FY 13-14
Salaried Employees (Unclassified)	\$1,013,848.61	\$876,906.44	\$930,653.80
Salaried Employees Termination	\$2,290.67	\$7,612.50	\$30,970.91
Salaried Emp Sick Leave Termination			\$21,644.52
Wage Employees (Classified)	\$2,999,598.41	\$2,799,173.14	\$2,468,293.00
Wage Employees-Overtime	\$102,287.04	\$29,668.82	\$2,615.70
Wage Employees - Beeper Pay	\$30,327.39	\$29,558.51	\$27,967.84
Wage Employee Termination	\$135.72	\$42,832.42	\$26,689.91
Employee Sep Incent Plan	\$0.00	\$72,254.40	\$0.00
TOTAL	\$4,148,487.84	\$3,858,006.23	\$3,508,835.68

	FY 11 - 12	FY 12 - 13	FY 13 - 14
Expenditures	\$1,739,711.95	\$1,059,266.96	\$1,205,418.67
Salaries	\$4,148,487.84	\$3,858,006.23	\$3,508,835.68
Total	\$5,888,199.79	\$4,917,273.19	\$4,714,254.35

*** Contractor will not be responsible for Termination Pay including Sick, Annual, or Employee Sep Incent Plan**

**** Salary Figures do not include fringe benefits**

EXHIBIT C

Job Title	Salary Annual Rate	FICA %	FICA \$	Retirement %	Retirement \$	Medical Insur. Rate	Medical Annual	Other Rate	Other Annual	Actual Fringe Benefits	Total Wages plus Fringe	Fringe %
CUSTODIAL												
Custodian Supervisor 2	\$26,736.00	1.45%	\$387.67	0.00%	-		-			\$387.67	\$27,123.67	1.45%
Custodian 2	\$16,956.00	1.45%	\$245.86	37.00%	\$6,273.72	-	-			\$6,519.58	\$23,475.58	38.45%
Custodian 2	\$21,300.00	1.45%	\$308.85	37.00%	\$7,881.00	-	-			\$8,189.85	\$29,489.85	38.45%
Custodian Supervisor 1	\$25,380.00	1.45%	\$368.01	37.00%	\$9,390.60	\$389.70	\$9,352.80			\$19,111.41	\$44,491.41	75.30%
Custodian 2	\$20,712.00	1.45%	\$300.32	37.00%	\$7,663.44	\$210.46	\$5,051.04			\$13,014.80	\$33,726.80	62.84%
Custodian 2	\$21,372.00	1.45%	\$309.89	37.00%	\$7,907.64	-	-			\$8,217.53	\$29,589.53	38.45%
Custodian Supervisor 1	\$32,388.00	0.00%	-	37.00%	\$11,983.56	\$210.46	\$5,051.04			\$17,034.60	\$49,422.60	52.60%
Custodian 2	\$24,564.00	1.45%	\$356.18	37.00%	\$9,088.68	-	-			\$9,444.86	\$34,008.86	38.45%
Custodian 2	\$19,968.00	1.45%	\$289.54	37.00%	\$7,388.16	\$210.46	\$5,051.04			\$12,728.74	\$32,696.74	63.75%
Custodian 2	\$26,136.00	1.45%	\$378.97	0.00%	-	\$210.46	\$5,051.04			\$5,430.01	\$31,566.01	20.78%
Custodian 2	\$24,756.00	1.45%	\$358.96	37.00%	\$9,159.72	-	-			\$9,518.68	\$34,274.68	38.45%
Custodian 2	\$17,640.00	1.45%	\$255.78	37.00%	\$6,526.80	-	-			\$6,782.58	\$24,422.58	38.45%
Custodian 1	\$15,080.04	1.45%	\$218.66	37.00%	\$5,579.61	\$210.46	\$5,051.04			\$10,849.32	\$25,929.36	71.94%
Custodian 1	\$15,080.04	1.45%	\$218.66	0.00%	-	-	-			\$218.66	\$15,298.70	1.45%
Custodian Manager	\$33,348.00	1.45%	\$483.55	37.00%	\$12,338.76	\$210.46	\$5,051.04	\$31.75	\$762.00	\$18,635.35	\$51,983.35	55.88%
Custodian 2	\$20,712.00	1.45%	\$300.32	37.00%	\$7,663.44	-	-			\$7,963.76	\$28,675.76	38.45%
Custodian 1	\$15,080.04	1.45%	\$218.66	37.00%	\$5,579.61	\$210.46	\$5,051.04			\$10,849.32	\$25,929.36	71.94%
Custodian 2	\$16,956.00	1.45%	\$245.86	37.00%	\$6,273.72	-	-			\$6,519.58	\$23,475.58	38.45%
Custodian 2	\$19,968.00	1.45%	\$289.54	37.00%	\$7,388.16	-	-			\$7,677.70	\$27,645.70	38.45%
Custodian 2	\$21,372.00	1.45%	\$309.89	37.00%	\$7,907.64	-	-			\$8,217.53	\$29,589.53	38.45%
Custodian 2	\$17,640.00	1.45%	\$255.78	37.00%	\$6,526.80	\$210.46	\$5,051.04			\$11,833.62	\$29,473.62	67.08%
Custodian 2	\$16,956.00	1.45%	\$245.86	37.00%	\$6,273.72	-	-			\$6,519.58	\$23,475.58	38.45%
Custodian Supervisor 1	\$24,480.00	1.45%	\$354.96	37.00%	\$9,057.60	-	-			\$9,412.56	\$33,892.56	38.45%
Custodian 2	\$20,532.00	1.45%	\$297.71	37.00%	\$7,596.84	\$210.46	\$5,051.04			\$12,945.59	\$33,477.59	63.05%
Custodian 2	\$21,900.00	1.45%	\$317.55	37.00%	\$8,103.00	\$210.46	\$5,051.04			\$13,471.59	\$35,371.59	61.51%
Custodian 1	\$15,080.04	1.45%	\$218.66	37.00%	\$5,579.61	-	-			\$5,798.28	\$20,878.32	38.45%
Custodian 2	\$20,712.00	1.45%	\$300.32	37.00%	\$7,663.44	-	-			\$7,963.76	\$28,675.76	38.45%
Custodian 2	\$20,700.00	1.45%	\$300.15	0.00%	-	\$210.46	\$5,051.04	6.20%	1,283.40	\$6,634.59	\$27,334.59	32.05%
Custodian 2	\$16,956.00	1.45%	\$245.86	37.00%	\$6,273.72	\$210.46	\$5,051.04			\$11,570.62	\$28,526.62	68.24%
Custodian 2	\$25,380.00	1.45%	\$368.01	37.00%	\$9,390.60	\$210.46	\$5,051.04			\$14,809.65	\$40,189.65	58.35%
Custodian 2	\$17,640.00	1.45%	\$255.78	37.00%	\$6,526.80	-	-			\$6,782.58	\$24,422.58	38.45%
Custodian 1	\$15,080.04	1.45%	\$218.66	37.00%	\$5,579.61	\$241.26	\$5,790.24			\$11,588.52	\$26,668.56	76.85%
Custodian 2	\$23,220.00	1.45%	\$336.69	37.00%	\$8,591.40	\$210.46	\$5,051.04			\$13,979.13	\$37,199.13	60.20%
33	\$691,780.20						-			\$320,621.61	\$1,012,401.81	

EXHIBIT C

Job Title	Salary Annual Rate	FICA %	FICA \$	Retirem ent %	Retire ment \$	Medical Insur. Rate	Medical Annual	Other Rate	Other Annual	Actual Fringe Benefits	Total Wages plus Fringe	Fringe %
MAINTENANCE STAFF												
Locksmith Master	\$30,552.00	1.45%	\$443.00	37.00%	\$11,304.24	\$222.76	\$5,346.24			\$17,093.48	\$47,645.48	55.95%
Mobile Equip Master Mech	\$43,812.00	1.45%	\$635.27	37.00%	\$16,210.44	\$368.14	\$8,835.36	\$13.50	\$324.00	\$26,005.07	\$69,817.07	59.36%
Electrician Master	\$46,884.00	1.45%	\$679.82	37.00%	\$17,347.08	\$406.94	\$9,766.56			\$27,793.46	\$74,677.46	59.28%
Plumber/Pipefitter Mstr	\$46,896.00	1.45%	\$679.99	37.00%	\$17,351.52	\$210.46	\$5,051.04	\$26.40	\$633.60	\$23,716.15	\$70,612.15	50.57%
Plumber/Pipefitter Mstr	\$40,776.00	1.45%	\$591.25	37.00%	\$15,087.12	\$384.42	\$9,226.08	\$13.50	\$324.00	\$25,228.45	\$66,004.45	61.87%
Maintenance Repairer 2	\$30,300.00	1.45%	\$439.35	37.00%	\$11,211.00	\$210.46	\$5,051.04			\$16,701.39	\$47,001.39	55.12%
Electrician Master	\$43,512.00	1.45%	\$630.92	33.00%	\$14,358.96	\$210.46	\$5,051.04			\$20,040.92	\$63,552.92	46.06%
Mobile Equip Master Mech	\$45,504.00	1.45%	\$659.81	37.00%	\$16,836.48	\$222.76	\$5,346.24			\$22,842.53	\$68,346.53	50.20%
Carpenter Foreman	\$46,944.00	1.45%	\$680.69	0.00%	-	-	-			\$680.69	\$47,624.69	1.45%
Carpenter Master	\$46,728.00	1.45%	\$677.56	33.00%	\$15,420.24	\$368.14	\$8,835.36	\$19.25	\$462.00	\$25,395.16	\$72,123.16	54.35%
Electrician Master	\$45,144.00	1.45%	\$654.59	37.00%	\$16,703.28	\$210.46	\$5,051.04	\$2.15	\$51.60	\$22,460.51	\$67,604.51	49.75%
Plumber/Pipefitter Mstr	\$46,860.00	1.45%	\$679.47	37.00%	\$17,338.20	\$210.46	\$5,051.04	\$13.50	\$324.00	\$23,392.71	\$70,252.71	49.92%
Electrician Foreman	\$55,836.00	1.45%	\$809.62	37.00%	\$20,659.32	\$389.70	\$9,352.80			\$30,821.74	\$86,657.74	55.20%
Electrician	\$42,648.00	1.45%	\$618.40	37.00%	\$15,779.76	\$222.76	\$5,346.24			\$21,744.40	\$64,392.40	50.99%
Mobile Equip Overhaul Me	\$40,284.00	1.45%	\$584.12	37.00%	\$14,905.08	\$368.14	\$8,835.36			\$24,324.56	\$64,608.56	60.38%
Locksmith Master	\$49,428.00	1.45%	\$716.71	37.00%	\$18,288.36	\$384.42	\$9,226.08			\$28,231.15	\$77,659.15	57.12%
Carpenter Master	\$36,780.00	1.45%	\$533.31	37.00%	\$13,608.60	\$210.46	\$5,051.04			\$19,192.95	\$55,972.95	52.18%
Plumber/Pipefitter Frmn	\$58,176.00	1.45%	\$843.55	37.00%	\$21,525.12	\$384.42	\$9,226.08	\$16.50	\$396.00	\$31,990.75	\$90,166.75	54.99%
Facility Maintenance Mana	\$59,808.00	1.45%	\$867.22	37.00%	\$22,128.96	-	-	\$10.26	\$246.24	\$23,242.42	\$83,050.42	38.86%
Carpenter Master	\$37,920.00	1.45%	\$549.84	37.00%	\$14,030.40	\$241.26	\$5,790.24			\$20,370.48	\$58,290.48	53.72%
20	\$894,792.00									\$451,268.96	\$1,346,060.96	
CENTRAL PLANT												
Operating Engineer Master	\$31,200.00	1.45%	\$452.40	37.00%	\$11,544.00	-	-	\$12.69	\$304.56	\$12,300.96	\$43,500.96	39.43%
Hvac/Refrig Mechanic	\$43,224.00	0.00%	\$0.00	0.00%	-	\$210.46	\$5,051.04	\$18.17	\$436.08	\$5,487.12	\$48,711.12	12.69%
Hvac/Refrig Master Mech	\$50,172.00	1.45%	\$727.49	37.00%	18,563.64	-	-			\$19,291.13	\$69,463.13	38.45%
Hvac/Control Tech Master	\$54,996.00	1.45%	\$797.44	0.00%	-	\$210.46	\$5,051.04	\$16.50	\$396.00	\$6,244.48	\$61,240.48	11.35%
Hvac/Refrig Master Mech	\$33,288.00	1.45%	\$482.68	37.00%	\$12,316.56	-	-	\$6.45	\$154.80	\$12,954.04	\$46,242.04	38.92%
Hvac/Control Supt	\$59,520.00	1.45%	\$863.04	0.00%	-	\$368.14	\$8,835.36	\$33.00	\$792.00	\$10,490.40	\$70,010.40	17.63%
Trades Apprentice	\$23,544.00	1.45%	\$341.39	37.00%	\$8,711.28	\$210.46	\$5,051.04			\$14,103.71	\$37,647.71	59.90%
Trades Apprentice	\$31,512.00	1.45%	\$456.92	37.00%	\$11,659.44	\$210.46	\$5,051.04			\$17,167.40	\$48,679.40	54.48%
Hvac/Control Tech Forema	\$54,348.00	1.45%	\$788.05	37.00%	\$20,108.76	\$384.45	\$9,226.80	\$9.90	\$237.60	\$30,361.21	\$84,709.21	55.86%
Hvac/Control Tech Master	\$43,392.00	1.45%	\$629.18	0.00%	-	-	-	6.20%	\$2,690.30	\$3,319.49	\$46,711.49	7.65%

EXHIBIT C

Job Title	Salary Annual Rate	FICA %	FICA \$	Retirement %	Retirement \$	Medical Insur. Rate	Medical Annual	Other Rate	Other Annual	Actual Fringe Benefits	Total Wages plus Fringe	Fringe %
Hvac/Refrig Master Mech	\$34,080.00	1.45%	\$494.16	37.00%	\$12,609.60	\$210.46	\$5,051.04			\$18,154.80	\$52,234.80	53.27%
Trades Apprentice	\$23,400.00	1.45%	\$339.30	37.00%	\$8,658.00	-	-			\$8,997.30	\$32,397.30	38.45%
Operating Engineer Foreman	\$47,664.00	1.45%	\$691.13	37.00%	\$17,635.68	\$210.46	\$5,051.04			\$23,377.85	\$71,041.85	49.05%
Hvac/Refrig Master Mech	\$42,408.00	1.45%	\$614.92	37.00%	\$15,690.96		-			\$16,305.88	\$58,713.88	38.45%
Operating Engineer Master	\$31,200.00	1.45%	\$452.40	37.00%	\$11,544.00	\$222.76	\$5,346.24			\$17,342.64	\$48,542.64	55.59%
15	\$603,948.00									\$215,898.40	\$819,846.40	
ADMINISTRATION SERVICE CENTER												
Administrative Coordinator	\$24,504.00	1.45%	\$355.31	37.00%	\$9,066.48	\$210.46	\$5,051.04			\$14,472.83	\$38,976.83	59.06%
Administrative Coordinator	\$31,344.00	1.45%	\$454.49	37.00%	\$11,597.28	\$210.46	\$5,051.04	\$12.96	\$311.04	\$17,413.85	\$48,757.85	55.56%
Administrative Coordinator	\$24,132.00	1.45%	\$349.91	37.00%	\$8,928.84	\$222.76	\$5,346.24			\$14,624.99	\$38,756.99	60.60%
3	\$79,980.00									\$46,511.67	\$126,491.67	
PERSONNEL												
Administrative Coordinator	\$31,728.00	1.45%	\$460.06	37.00%	\$11,739.36	\$210.46	\$5,051.04			\$17,250.46	\$48,978.46	54.37%
Administrative Coordinator	\$24,696.00	1.45%	\$358.09	37.00%	\$9,137.52	\$241.26	\$5,790.24			\$15,285.85	\$39,981.85	61.90%
2	\$56,424.00									\$32,536.31	\$88,960.31	
CONSTRUCTION												
Engineering Technician 3	\$37,164.00	1.45%	\$538.88	37.00%	\$13,750.68	\$210.46	\$5,051.04			\$19,340.60	\$56,504.60	52.04%
Administrative Coordinator	\$29,976.00	1.45%	\$434.65	37.00%	\$11,091.12	-	-			\$11,525.77	\$41,501.77	38.45%
2	\$67,140.00									\$30,866.37	\$98,006.37	
GROUPS												
Mobile Equip Oper 1-Heavy	\$34,632.00	1.45%	\$502.16	37.00%	\$12,813.84	\$210.46	\$5,051.04	\$13.50	\$324.00	\$18,691.04	\$53,323.04	53.97%
Mobile Equip Operator 2	\$22,968.00	1.45%	\$333.04	37.00%	\$8,498.16	\$210.46	\$5,051.04			\$13,882.24	\$36,850.24	60.44%
Horticulturist	\$38,256.00	1.45%	\$554.71	37.00%	\$14,154.72	-	-			\$14,709.43	\$52,965.43	38.45%
Horticulturist Manager	\$54,084.00	1.45%	\$784.22	37.00%	\$20,011.08	\$241.26	\$5,790.24			\$26,585.54	\$80,669.54	49.16%
4	\$149,940.00									\$73,868.25	\$223,808.25	
79	\$2,544,004.20									\$1,171,571.57	\$3,715,575.77	
										Average Fringe Benefit Rate		47.02%

Exhibit D
Non-Classified Employee List

To Be Retained by University	Available for Hire	Code	Description	Sum Annual Rate
X		N066	Associate Vice President	\$105,000.00
X		N150	Director	\$75,375.00
X		N150	Director	\$63,000.00
X		N167	Director	\$73,150.00
X		N209	Assistant Director	\$56,446.00
X		N291	Project Manager	\$54,000.00
X		N291	Project Manager	\$46,500.00
X		N579	Engineer-Professional	\$67,500.00
			Subtotal	\$540,971
	X	N087	Assistant Director	\$60,000.00
	X	N209	Assistant Director	\$58,464.00
	X	N326	Manager	\$49,970.00
			Subtotal	\$168,434
			Total	\$709,405.00

EXHIBIT E - UNO BUILDING LIST

Proposers will provide the following services: Custodial (C), Optional Custodial (O) and/or Maintenance (M) as indicated

UNO Buildings		Move In Date	Custodial (C), Optional Custodial (O) and/or Maintenance (M)	Sq Ft 10/2013
<u>Main Campus - Bldgs Currently Cleaned by Facility Services Staff</u>				
1	1. Administration	1966	C, M	22,170
2	2. Administration Annex	1974	C, M	22,125
3	3. Bicentennial Education Center	1976	C, M	81,814
4	4. Biology	1981	C, M	35,957
5	5. Milneburg Hall (aka Business Administration)	1967	C, M	81,813
6	6. Hotel, Restaurant, Tourism (aka Campus Police)	1982	C, M	18,604
7	7. Chemical Science	1997	C, M	56,810
8	8. Commons	1969	C, M	17,237
9	9. University Computer Center	1980	C, M	40,941
10	10. Earl K Long Library (adjusted for unfinished area 4th floor)	1964	C, M	224,069
11	11. Engineering	1987	C, M	131,892
12	12. Engineering Auditorium	1987	C, M	5,081
13	13. Fine Arts	1974	C, M	27,025
14	14. Geology & Psychology	1972	C, M	70,958
15	15. Human Performance Center (Health & Physical Ed)	1968	C, M	56,562
16	16. Kirschman Hall	2005	C, M	135,082
17	17. Liberal Arts (Basement & Switchgear pad included)	1960	C, M	114,687
18	18. Mathematics	1981	C, M	47,666
19	19. Oliver St. Pe' (TRAC)	1996	C, M	28,876
20	20. Performing Arts Center	1971	C, M	82,267
21	21. Science	1960	C, M	106,373
subtotal				1,408,009
<u>East Campus – Currently under custodial contract thru Facility Services</u>				
22	1. Athletic Center	1970	O, M	13,069
23	2. Athletic Facility (baseball clubhouse) Locker Room / Coach's Offices	1996	O, M	2,815
24	3. Maestri Stadium Bathroom Building	1996	O, M	522
25	4. Maestri Field Press Box & Concessions	2013	O, M	1475
subtotal				17,881
<u>Other Locations - Currently under custodial contract thru Facility Services</u>				
26	1. UNO Jefferson Campus	1997	O, M	53,697
subtotal				53,697
<u>Main Campus – Currently not under Facility Services</u>				
27	1. Central Utility Plant	1961	C, M	1,885
28	2. International Center (aka Child Care Center)	1993	C, M	15,134
29	3. Facility Services (Physical Plant Services) – vacant	1970	C, M	18,447
30	4. Facility Services Garage (Physical Plant Services Garage)	1980	C, M	1,027
subtotal				36,493
31	5. Kieffer Lakefront Arena	1983	O, M	351,526
32	6. Laffite Village Bldg A	1973	O, M	12,343
33	7. Laffite Village Bldg B	1973	O, M	12,382
34	8. Laffite Village Bldg C	1973	O, M	13,515
35	9. Laffite Village Bldg D	1973	O, M	13,551
36	10. Laffite Village Bldg E	1973	O, M	14,829
37	11. Laffite Village Laundry Bldg F	1973	O, M	671
38	12. Lafitte Village Picnic Shelter	1973	O, M	782
39	13. Pontchartrain Hall (N)	2007	O, M	106,405

Square footages computed using Gross Sq Ft from 10/13 Space Survey subtracting Mech/Elec Rooms, Janitor's closets, TeleComm Rooms, Elevator Equip Rooms, Pump Rooms, Courtyards, and unfinished areas

		Custodial (C), Optional Custodial (O) and/or Maintenance (M)			Sq Ft 10/2013
UNO Buildings		Move In Date			
40	14. Pontchartrain Hall (S)	2008	O, M		99,397
41	15. Recreation & Fitness Center	2002	O, M		99,713
42	16. University Center	1967	O, M		68,752
	subtotal				793,866
43	17. Cove	1972	M		14,371
44	18. Hazardous Storage	1986	M		1,254
45	19. Central Utility – Generator	1984	M		450
46	20. Bienville Hall – building is vacant	1969	M		132,873
47	21. Biology Greenhouse #1, this is essentially garden space	-	M		1,030
48	22. Biology Greenhouse #2, this is essentially garden space	-	M		1,039
49	23. Biology Greenhouse #3, this is essentially garden space	-	M		459
50	24. Bus Terminal – building is an outdoor shelter	1970	M		3,024
51	25. Amphitheatre (aka Student Park Pavilion) – an outdoor space	1986	M		3,217
52	26. 100' Masonry Stack – a decorative smoke stack	1942	M		
	subtotal				157,717
	Grand Subtotal (Main Campus -- Not Currently Under Facility Services)				988,076
	<u>EAST CAMPUS – Currently not under Facility Services</u>				
53	1. East Campus Central Plant	1983	C, M		34,791
	subtotal				34,791
54	2. Maestri Field Grandstand, cleaned by Athletics' staff	1976	M		9,455
55	3. Privateer Field Dugout No. 1, cleaned by Athletics' staff	1976	M		1,365
56	4. Privateer Field Dugout No. 2, cleaned by Athletics' staff	1976	M		1,365
	subtotal				12,185
57	5. University Tennis Center Clubhouse	2007	O, M		9,612
	subtotal				9,612
	Grand Subtotal (East Campus -- Not Currently Under Facility Services)				56,588
	<u>OTHER LOCATIONS</u>				
58	1. Coastal Education Research Facility		O, M		2,000
59	2. UNO St. Claude Gallery		O, M		2,000
	subtotal				4,000
	Grand Total				2,528,251
Total Building/Facilities		59			
Grand Total Square Footage		2,528,251			
Total Custodial Square Footage		1,479,293			
Total "Optional" Custodial Square Footage		879,056			
Total Maintenance Square Footage		2,528,251			

Square footages computed using Gross Sq Ft from 10/13 Space Survey subtracting Mech/Elec Rooms, Janitor's closets, TeleComm Rooms, Elevator Equip Rooms, Pump Rooms, Courtyards, and unfinished areas

Exhibit F
APPA Levels of Service Criteria
Housekeeping, Grounds and Maintenance

APPA Custodial Service Levels

APPA APPEARANCE LEVELS DEFINITIONS

Level 1- Orderly Spotlessness

- Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Light all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 2 - Ordinary Tidiness

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along wall, but there can be up to two days worth of dust, dirt, stains, or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation. Lights all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 3 – Casual Inattention

- Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
- There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 4 - Moderate Dinginess

- Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.
- There is a dull path and/or obviously matted carpet in walking lanes. Base molding is dull and dingy with streaks or splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks. Lamp fixtures are dirty and some lamp (up to 5 percent) are burned out.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

Level 5 - Unkempt Neglect

- Floors and carpets are dull, dirty, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprint, all of which will be difficult to remove. Lack of attention is obvious.
- Light fixtures are dirty with dust balls and flies. Many lamps (more than 5 percent) are burned out.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

Exhibit F
APPA Levels of Service Criteria
Housekeeping, Grounds and Maintenance

APPA GROUNDS STANDARDS

LEVEL I. State-of-the-art maintenance applied to a high-quality diverse landscape. Associated with high-traffic urban areas, such as public squares, malls, government grounds, or college/university campuses.

- **TURF CARE.** Grass height maintained according to species and variety of grass. Mowed at least once every five working days but may be as often as once every three working days. Aeration as required but not less than four times per year. Reseeding or sodding as needed. Weed control to be practiced so that no more than 1 percent of the surface has weeds present.
- **FERTILIZER.** Adequate fertilization applied to plant species according to their optimum requirements. Application rates and times should ensure an even supply of nutrients for the entire year. Nitrogen, phosphorus, and potassium percentages should follow local recommendations. Trees, shrubs, and flowers should be fertilized according to their individual requirements of nutrients for optimum growth. Unusually long or short growing seasons may *modify* the chart slightly.
- **IRRIGATION.** Sprinkler irrigated-electric automatic commonly used. Some manual systems could be considered adequate under plentiful rainfall circumstances and with adequate staffing. Frequency of use follows rainfall, temperature, season length, and demands of plant material.
- **LITTER CONTROL.** Minimum of once per day, seven days per week. Extremely high visitation may increase the frequency. Receptacles should be plentiful enough to hold all trash usually generated between servicing without overflowing.
- **PRUNING.** Frequency dictated primarily by species and variety of trees and shrubs. Length of growing season and design concept also a controlling factor- i.e., clipped vs. natural-style hedges. Timing scheduled to coincide with low demand periods or to take advantage of special growing characteristics.
- **DISEASE AND INSECT CONTROL.** At this maintenance level, the controlling objective is to avoid public awareness of any problems. It is anticipated at Level 1 that problems will either be prevented or observed at a very early stage and corrected immediately.
- **SNOW REMOVAL.** Snow removal starts the same day that accumulations of .5 inch are present. At no time will snow be permitted to cover transportation or parking surfaces longer than noon of the day after the snow stops. Application of snow- melting compound and/or gravel is appropriate to reduce the danger of injury due to falls.
- **SURFACES.** Sweeping, cleaning, and washing of surfaces should be done so that at no time does an accumulation of sand, dirt, or leaves distract from the looks or safety of the area.
- **REPAIRS.** Repairs to all elements of the design should be done immediately when problems are discovered, provided replacement parts and technicians are available to accomplish the job. When disruption to the public might be major and the repair is not critical, repairs may be postponed to a time period that is least disruptive.
- **INSPECTIONS.** A staff member should conduct inspection daily.
- **FLORAL PLANTINGS.** Normally, extensive or unusual floral plantings are part of the design. These may include ground- level beds, planters, or hanging baskets. Often, multiple plantings are scheduled, usually for at least two blooming cycles per year. Some designs may call for a more frequent rotation of bloom.

Maximum care, including watering, fertilizing, disease control, disbudding, and weeding, is necessary. Weeding flowers and shrubs is done a minimum of once per week. The desired standard is essentially weeded free.

LEVEL 2. High-level maintenance. Associated with well-developed public areas, malls, government grounds, or college/university campuses. Recommended level for most organizations.

- **TURF CARE.** Grass cut once every five working days. Aeration as required but not less than two times per year. Reseeding or sodding when bare spots are present. Weed control practiced when weeds present a visible problem or when weeds represent 5 percent of the turf surface. Some pre-emergent products may be used at this level.
- **FERTILIZER.** Adequate fertilizer level to ensure that all plant materials are healthy and growing vigorously. Amounts depend on species, length of growing season, soils, and rainfall. Rates should correspond to at least the lowest recommended rates. Distribution should ensure an even supply of nutrients for the entire year. Nitrogen, phosphorus, and potassium percentages should follow local recommendations. Trees, shrubs, and flowers should receive fertilizer levels to ensure optimum growth.
- **IRRIGATION.** Sprinkler irrigated--electric automatic commonly used. Some manual systems could be considered adequate under plentiful rainfall circumstances and with adequate staffing. Frequency of use follows rainfall, temperature, season length, and demands of plant material.
- **LITTER CONTROL.** Minimum of once per day, five days per week. Offsite movement of trash depends on size of containers and use by the public. High use may dictate daily or more frequent leaning.
- **PRUNING.** Usually done at least once per season unless species planted dictate more frequent attention. Sculpted hedges or high-growth species may dictate a more frequent requirement than most trees and shrubs in natural-growth plantings.
- **DISEASE AND INSECT CONTROL.** Usually done when disease or insects are inflicting noticeable damage, are reducing vigor of plant material, or could be considered a bother to the public. Some preventive measures may be used, such as systemic chemical treatments. Cultural prevention of disease problems can reduce time spent in this category. Some minor problems may be tolerated at this level.
- **SNOW REMOVAL.** Snow removed by noon the day following snowfall. Gravel or snowmelt may be used to reduce ice accumulation.
- **SURFACES.** Should be cleaned, repaired, repainted, or replaced when their appearances have noticeably deteriorated.
- **REPAIRS.** Should be done whenever safety, function, or appearance is in question.
- **INSPECTIONS.** Inspection should be conducted by some staff member at least once a day when regular staff is scheduled.
- **FLORAL PLANTINGS.** Normally, no more complex than two rotations of bloom per year. Care cycle is usually at least once per week, but watering may be more frequent. Health and vigor dictate cycle of fertilization and disease control. Beds essentially kept weed free.

LEVEL 3. Moderate-level maintenance. Associated with locations that have Moderate to low levels of development or visitation, or with operations that, because of budget restrictions, cannot afford a higher level of maintenance.

- **TURF CARE.** Grass cut once every ten working days. Normally not aerated unless turf quality indicates a need or in anticipation of an application of fertilizer.

Reseeding or resodding done only when major bare spots appear. Weed control measures normally used when 50 percent of small areas are weed infested or when 15 percent of the general turf is infested with weeds.

- **FERTILIZER.** Applied only when turf vigor seems to be low. Low-level application done once per year. Rate suggested is one-half the level recommended.
- **IRRIGATION.** Dependent on climate. Locations that receive more than 25 inches of rainfall a year usually rely on natural rainfall with the possible addition of portable irrigation during periods of drought. Dry climates that receive less than 25 inches of rainfall usually have some form of supplemental irrigation. When irrigation is automatic, a demand schedule is programmed. Where manual servicing is required, the norm would be two to three times per week.
- **LITTER CONTROL.** Minimum service of two to three times per week. High use may dictate higher levels during the warm season.
- **PRUNING.** When required for health or reasonable appearance. With most tree and shrub species, pruning would be performed once every two to three years.
- **DISEASE AND INSECT CONTROL.** Done only to address epidemics or serious complaints. Control measures may be put into effect when the health or survival of the plant material is threatened or when public comfort is an issue.
- **SNOW REMOVAL.** Snow removal done based on local law requirements but generally accomplished by the day following snowfall. Some crosswalks or surfaces may not be cleared at all.
- **SURFACES.** Cleaned on a complaint basis. Repaired or replaced as budget allows.
- **REPAIRS.** Should be done whenever safety or function is in question.
- **INSPECTIONS.** Inspections are conducted once per week.
- **FLORAL PLANTINGS.** Only perennials or flowering trees or shrubs.

LEVEL 4. Moderately low-level maintenance. Associated with locations affected by budget restrictions that cannot afford a high level of maintenance.

- **TURF CARE.** Low-frequency mowing scheduled based on species. Low growing grasses may not be mowed. High grasses may receive periodic mowing. Weed control limited to legal requirements for noxious weeds.
- **FERTILIZER.** Not fertilized.
- **IRRIGATION.** No irrigation.
- **LITTER CONTROL.** Once per week or less. Complaints may increase level above one servicing.
- **PRUNING.** No regular trimming. Safety or damage from weather may dictate actual work schedule.
- **DISEASE AND INSECT CONTROL.** None except where the problem is epidemic and the epidemic condition threatens resources or the public.
- **SNOW REMOVAL.** Snow removal done based on local law requirements but generally accomplished by the day following snowfall. Some crosswalks or surfaces may not be cleared at all.
- **SURFACES.** Replaced or repaired when safety is a concern and when budget is available.
- **REPAIRS.** Should be done whenever safety or function is in question.
- **INSPECTIONS.** Inspections are conducted once per month.
- **FLORAL PLANTINGS.** None. May have wildflowers, perennials, flowering trees, or shrubs in place.

LEVEL 5. Minimum-level maintenance. Associated with locations that have severe budget restrictions.

- **TURF CARE.** Low-frequency mowing scheduled based on species. Low growing grasses may not be mowed. High grasses may receive periodic mowing. Weed control limited to legal requirements for noxious weeds.
- **FERTILIZER.** Not fertilized.
- **IRRIGATION.** No irrigation.
- **LITTER CONTROL.** On demand or complaint basis.
- **PRUNING.** No pruning unless safety is involved.
- **DISEASE AND INSECT CONTROL.** No control except in epidemic or safety situations.
- **SNOW REMOVAL.** Snow removal done based on local law requirements but generally accomplished by the day following snowfall. Some crosswalks or surfaces may not be cleared at all.
- **SURFACES.** Serviced only when safety is a consideration.
- **REPAIRS.** Should be done whenever safety or function is in question.
INSPECTIONS. Inspections are conducted once per month.
- **FLORAL PLANTINGS.** None. May have wildflowers, perennials, flowering trees, or shrubs in place.

Exhibit F
APPA Levels of Service Criteria
Housekeeping, Grounds and Maintenance

(UNO MODIFIED) APPA MAINTENANCE STANDARDS

Level 2 - Comprehensive Stewardship

- Response time for most service needs, including limited maintenance activities, is normally less than one week.
- Customer satisfaction is usually complimentary of all facilities' related services.
- Preventative maintenance is 75-100% versus corrective maintenance.
- Maintains a well-developed preventative maintenance program. Considerable reactive maintenance required due to systems wearing out prematurely. Infrequent emergencies caused by cooling system failures, pump failures, etc.
- Interior aesthetics maintain clean, crisp finishes.
- Exteriors aesthetics remain watertight and clean.
- Lighting aesthetics remain bright and clean, attractive lighting.
- Maintenance activities seem organized with direction. Building and equipment components are usually functional and in operating condition. Service and maintenance calls are responded to in a timely manner. Equipment and buildings are regularly upgraded keeping them current with modern standards and usage.
- Breakdown of building systems is limited to components of system.

Level 3 – Managed Care

- Response times of one month or less with service availability dependent on maintenance reduction.
- Customers are accustomed to basic level of facilities maintenance. Mostly able to perform mission duties.
- Preventative maintenance is 50-75% versus corrective maintenance.
- Reactive maintenance dominates due to systems failure to perform, especially during seasonal peaks. Effort is still made at preventative maintenance, time and staff permitting.
- Interior aesthetics have average finishes.
- Exteriors aesthetics contain minor leaks and blemishes with average appearance.
- Lighting aesthetics appear lit and clean with a small percentage of outages.
- Maintenance activities seem to be somewhat organized, but are people-dependent. Building and equipment components are generally functional, but occasional breakdowns occur. Service and maintenance call response times are sporadic and variable, without apparent cause. Equipment and buildings are sometimes upgraded to current standards and use, but not enough to control the effects of normal usage and deterioration.
- Building and systems components fail periodically or often.

Source: APPA Maintenance Staffing Guidelines for Educational Facilities

Facility Services Vehicles		EXHIBIT G				
TAG #	DESCRIPTION	ACQ. DATE	MFG	DESCRIPTION	SERIAL NUMBER	ACQ. COST
Trucks and Vans						
035813	1997 CHEVY TRUCK (MO20)	2/10/2006	Chevrolet	S-10	1GCCS14X2V8190056	6500.00
032784	1997 PICK-UP TRUCK (M42)	7/28/2003	Ford	1997 F-150	1FTDX18W9VKD61377	8900.00
035812	1998 CHEVROLET S-10 (MO3)	2/10/2006	Chevrolet	S-10	1GCCS14XXW8203945	7400.00
035814	1998 DODGE TRUCK (FS2)	2/10/2006	Dodge	RAM	1B7HF16Y8WS700110	6900.00
035816	1998 DODGE TRUCK (MO18)	2/10/2006	Dodge	RAM 1500	1B7HF16Y7WS713351	8100.00
035815	1998 FORD TRUCK (MO7)	2/10/2006	Ford	F250	2FTPF28W2WCA77939	11650.00
035895	2002 DODGE CARAVAN (MP1)	3/10/2006	Dodge	CARAVAN	1B4GP25312B660254	7900.00
035896	2003 CHEVY TRUCK (M04)	3/10/2006	Chevrolet	C1500	1GCEC14T33Z256320	10600.00
045410	2009 CARGO VAN (MO33)	7/16/2009	Ford	3/4 TON	1FTNE24W79DA79772	16552.00
045347	BUCKET TRUCK (M23)	5/15/2009	Ford	BUCKET TRUCK	1FDXF80E3VVA26038	14664.59
037171	FORD RANGER TRUCK (M36)	3/29/2006	Ford	1999 FORD RANGER	1FTYR10V5XPB41951	6900.00
037294	FORD RANGER TRUCK (MO37)	4/12/2006	Ford	RED FORD RANGER	1FTYR10V4XPB67778	6400.00
029247	PICK-UP TRUCK (M019)	6/7/2001	Dodge	2001 RAM3500 QUAD	1B7MC33571J597287	20916.00
032790	PICK-UP TRUCK (M35)	8/1/2003	Dodge	1999 RAM 1500	1B7HC16X4XS309683	6700.00
030053	PICK-UP TRUCK (MO15)	10/31/2001	Ford	1997 RANGER	1FTCR14X0VPA70564	1950.00
031387	PICK-UP TRUCK (MO24)	9/6/2002	Ford	1997 F-150	1FTDF1729VND02796	1776.00
032794	PICK-UP TRUCK (UP13)	8/5/2003	Ford	1996 RANGER	1FTCR10X7TTA48782	5579.29
029240	TRUCK (CO3)	6/29/2001	DODGE	2001 1500	1B7HC16X91S323800	12209.00
013504	TRUCK (M21)	7/1/1996	FORD	1997 STAKE BODY	1FDNF80C1VVA05159	34527.00
Kubotas						
040865	KUBOTA ATV (C5)	11/17/2008	Kubota	RTV900W	92637	11994.00
040532	KUBOTA ATV (CO10)	8/5/2008	Kubota	RTV 900	89779	11575.00
037226	KUBOTA ATV (GT3)	3/31/2006	Kubota	RTV900W	43490	10158.00
037761	KUBOTA ATV (GT4)	8/29/2006	Kubota	RTV 900W	200277	10763.20
040527	KUBOTA ATV (GT7)	8/5/2008	Kubota	RTV 900	91356	10616.00
040528	KUBOTA ATV (GT8)	8/5/2008	Kubota	RTV 900	93462	10616.00
040864	KUBOTA ATV (M26)	11/17/2008	Kubota	RTV900W	92127	11994.00
040529	KUBOTA ATV (M4)	8/5/2008	Kubota	RTV 900	89778	11575.00
040530	KUBOTA ATV (M5)	8/5/2008	Kubota	RTV 900	91347	11575.00
Daihatsu						
037749	GAS GOLF CART (16)	8/10/2006	N/A	GOLF CARS OF LA.	M 16	11343.00
037746	GAS GOLF CART (C13)	8/10/2006	N/A	GOLF CARS OF LA.	M 13	9618.00
037751	GAS GOLF CART (C8)	8/10/2006	N/A	GOLF CARS OF LA.	C 8	9618.00
037745	GAS GOLF CART (C9)	8/10/2006	N/A	GOLF CARS OF LA.	M 11	11343.00
037743	GAS GOLF CART (M1)	8/10/2006	N/A	GOLF CARS OF LA.	M1	9618.00
037753	GAS GOLF CART (M10)	8/10/2006	N/A	GOLF CARS OF LA.	M 10	11343.00
037744	GAS GOLF CART (M2)	8/10/2006	N/A	GOLF CARS OF LA.	M 2	11343.00
037750	GAS GOLF CART (M44)	8/10/2006	N/A	GOLF CARS OF LA.	M44	9618.00
037748	GAS GOLF CART (M8)	8/10/2006	N/A	GOLF CARS OF LA.	M 8	11343.00
037747	GAS GOLF CART (M9)	8/10/2006	N/A	GOLF CARS OF LA.	M 9	11343.00
Electric Car						
048358	ELECTRIC CAR (VEHICLE)	9/10/2013	N/A	N/A	5ASAK27459F048781	250.00
Tractors, Mowers and Bobcats						
029608	2 WHEEL FRONT MOWER (M3)	7/17/2001	N/A	1435	MSG441520	13299.87
036055	BACKHOE (M29)	1/4/2005	N/A	NEW HOLLAND LB75E	657118	40003.27
038664	BOBCATTRACK LOADER	8/9/2007	N/A	T190	531618061	31138.00
037779	MINI TRACK LOADER (GT5)	9/26/2006	N/A	BOBCAT MT 52	SW7108578	14025.00
037908	KUBOTA ATV (GT2) Tractor	10/10/2006	Kubota	L3430	38335	13276.22
013521	DIESEL TRACTOR (GT1)	7/1/1996	KUBOTA	M4700F	11062	14085.00

Exhibit 14

SERVICE REPORT				Veh: CO-3	Month/Year: ____/____	
Date	Firm Name	Odometer Reading	Service Report: Nature of Repairs (oil chg, tires, etc)	\$ Parts	\$ Labor	\$ Total
Total Repair Cost					\$	

OTHER COSTS			SAFETY INSPECTION CHECK LIST	
Date	Nature of Cost	Amount	CHECK FLUID LEVELS(BEFORE LONG TRIPS AND AT LEAST ONCE A WEEK)	
			CHECK DAILY:	
			LIGHTS, TURN SIGNALS, BRAKE LIGHTS	<input type="checkbox"/> WINDSHIELD & INSPECTION STICKER
			BRAKES	<input type="checkbox"/> GAS OVER 1/2 FULL
			GUAGES FOR FUEL,ENGINE STATUS, OIL	<input type="checkbox"/> HORN
TOTAL OTHER COSTS: \$			TIRE INFLATION AND CONDITION	<input type="checkbox"/> CLEAN INSIDE & OUT

Make sure your vehicle has, at all times, a bumper sticker reading "State of Louisiana For Official Use Only". Notify your Property Manager if you do not have one on your vehicle.

PREVENTIVE MAINTENANCE RECORD			
Visual checks & inspections to be done every 6 mths or 6000 miles whichever soonest.	DATE	MILEAGE	COMMENTS
Change engine oil and filter			
Replace air filter			
Change automatic transmission fluid & filter			
Fuel Filter Change			
Transfer Case Oil Change			
Inspection Sticker			
Visually check hoses & belts			
Check tires for unusual treadwear			
Check fluid levels: Coolant			
Battery Water			
Brake Master Cylinder			
Transmission			
Power Steering			
Differential/transaxle			
Clean battery posts & clamps			
Rotate tires			
Check CV Boots			
Tune engine (replace plugs/fuel filter, adjust carb. Check time)			
Check PCV valve			
Check exhaust system			
Remove all wheels & inspect brakes			

[Skip to main content](#)













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Fuel Log

Asset Number *	Begin Date	End Date *	Odometer/Hours *	Gallons *	Cost *	Remove
	08/01/2014 	08/31/2014 				
	08/01/2014 	08/31/2014 				
	08/01/2014 	08/31/2014 				
	08/01/2014 	08/31/2014 				

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EXHIBIT 14

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Vehicle Information

Asset Number

Description

Log Maintenance

Completed	Info	Maintenance Category	Date *	Odometer/Hours *	Vendor *	Cost *	Description
<input type="checkbox"/>		TRANSFER CASE OIL CHANGE	09/08/2014	200,064			
<input type="checkbox"/>		OTHER	09/08/2014				
<input type="checkbox"/>		TRAN FLUID CHANGE	09/08/2014	200,064			
<input type="checkbox"/>		AIR FILTER CHANGE	09/08/2014	123,064			
<input type="checkbox"/>		OIL CHANGE	09/08/2014	123,064			
<input type="checkbox"/>		FUEL FILTER CHANGE	09/08/2014	145,064			
<input type="checkbox"/>		INSPECTION STICKER	09/08/2014				

NJONES / LA

EXHIBIT H

**Log Repair**

Date *



Odometer/Hours *

Vendor *

Description

Cost *

Exhibit I Facility Explorer

The University has been using Johnson Control's Metasys PMI Building Management System for many years. However, because the Metasys PMI System is obsolete, UNO intends to upgrade to Johnson Control's Facility Explorer Building Automation System.

The upgrade began approximately 3 years ago. All of UNO's building were connected to UNO's Metasys System. In April of 2011, the University purchased most (as much as we could determine at the time) of the Facility Explorer (FX) Equipment necessary to convert all of our buildings from Metasys to Facility Explorer (see list below). Upon receipt of this equipment, the FX Server was installed running Facility Explorer and BAS Graphic. BAS Graphics allows UNO's Central Plant operators to view representations of the buildings' control systems in a more realistic, 3 dimensional way. This 3-D view allow operators to diagnose and solve many problems which they may not be able to solve using only the Facility Explorer delivered graphics.

Since the FX equipment was purchased in 2011, UNO has installed supervisory controllers on many of our buildings (see below for the percentage completion for each UNO building). Approximately 25% of our buildings' general controls and approximately 40% of our fire alarm controls are currently running on Facility Explorer. The remainder of our buildings are still running on our Metasys system. It is UNO's desire that the Contractor complete the conversion of all UNO's buildings to Facility Explorer using BAS Graphics during the term of this contract. UNO desires that the 3-D graphics capabilities of BAS Graphics be utilized in an operator friendly way that is substantially like what we have accomplished to date. The equipment that UNO still has remaining from our April 2011 purchase should be sufficient to complete the project and is available for use on the project by the Contractor (see list below). Proposer's should submit a price and timetable for the completion of this conversion. The Contractor will be expected to maintain the Facility Explorer Server and keep the software current during the term of the contract. The Contractor will update the Facility Explorer server for any new or renovated buildings or building areas. The Contractor will remove the Metasys system from service when the conversion to Facility Explorer is completed.

Building Completion Percentages (Bldgs not listed below have not been started yet)

Administration 100% Complete

Administration Annex 100% Complete

Central Plant 100% Complete

Commons 100% Complete – Building has Siemens controls. Pump room converted to Johnson Controls. AHU-1 and 2 along with VAV,s may also need to be converted.

Cove 100% Complete

East Campus Plant 50% Complete - Programing and some graphics remain.

Education 30% Complete – AHU-2 and 3 North Complete.

Engineering 30% Complete – Most of floors 6 through 9 are complete.

Fine Arts 90% Complete – Most of the remaining work is in the pump room.

HPC 70% complete – Limited control of pump room.

Lafitte Village 100% Complete

Liberal Arts 20% Complete - AHU-6, 7 and 11 are complete.

Library Under Construction. I hope to have it 70% by end of year. This will include floors 1, 2 and 3. The pump room, 3rd floor and roof top units will still be incomplete.

Milneburg 20% Complete – AHU-1 and 16 are complete.

North Boiler Plant 100% Complete

North Chiller Plant 100% Complete - Limited Control of Trane system

Science 5% Complete – Automated Logic system on AHU-3 is complete. Building does not have a Jace installed.

TRAC 80% Complete – 1st floor is not complete

University Center 95% Complete – Pump room is not complete.

Equipment Purchased in April of 2011

5	FX20 Combo	LP-FX2011N-0/LP-BACMS-0/LP-FXPMUS-0/LP-FXRS485-0
9	FX60 Combo w/Mem Exp	LP-FX6011N-0/LP-BACMS-0/LP-FXPMUS-0/LP-FXRS485-0/LP-FX60EX266-0
23	FX60 Combo	LP-FX6011N-0/LP-BACMS-0/LP-FXPMUS-0/LP-FXRS485-0
2	FX70 Combo	LP-FX7011N-0/LP-BACMS-0/LP-FXPM24-0/LP-FXRS485-0
1	FX Server & Hardware	HP FM006UT w/Three 22" Monitors and Stand
1	ASCProg/Comm Software	FX-PCT-0
2	ASCProg/Comm Platform	ASUS U36JC-B2B
2	Bluetooth Converter	FX-BTCVT-1
2	Cables	FX-BTCVTCBL-700
1	Field technician platform	HP SLATE 500 XT962UA
1	FX Server Upgrade	LP-FXSWMA-0
1	Week on-site training	Training Labor and Travel
40	Outside Air Temp Sensor	TE-6313P-1
1	500' 18/3 Wire	W183C2058.5CG
2	500' 18/2 Wire	W181P2040.5CG
2	FX70 Power	LP-FXPM263-0
	BACnet IP to MS/TP	
1	Adapter	LP-KIT204-000C
10	17 Point Controller	FX-PCG2621-0
10	17 Point Exp I/o	FX-PCX4711-0
6	TEC Stat	TEC2602-4
6	Remote Sensor	SEN-600-1
6	Duct Sensor for TEC Stat	TE-6361M-1

5	VAV Box Controller	FX-PCV1620-0
5	Network Zone Sensor	NS-ATV7002-0
1	Handheld VAV Box Balance Tool	NS-ATV7003-0
1	Cable for Balance Tool	FX-ZFRCBL-0
1	FX WkbenchCD	LP-FXTSPE-6
2	N2 Bus Converter	S2USB485-JC-CB
1	USB 2.0 to Ethernet Adapter	TigerDirect.Com M501-1330
1	Printer	HP OfficeJet 7500A E910
3	Ink Supplies	Black/Cyan/Magenta/Yellow
2	Graphic Display	HP ZR22w
2	Prog Platform Carry Case	Case Logic ENA-114
2	USB Backup Drives	1 tb Buffalo Drive Station
1		BACnet MSTP Point Multiplexer
1	Battery Backup	Eaton PW5110 700VA UPS
1	External DVD R/W	Targus ADW01USZ

Remaining Equipment Still in Inventory at the UNO and available for the Contractor to Utilize:

3	FX20 Combo	LP-FX2011N-0/LP-BACMS-0/LP-FXPMUS-0/LP-FXRS485-0
20	FX60 Combo	LP-FX6011N-0/LP-BACMS-0/LP-FXPMUS-0/LP-FXRS485-0
1	FX70 Power	LP-FXPM263-0
5	17 Point Controller	FX-PCG2621-0
8	17 Point Exp I/o	FX-PCX4711-0
6	TEC Stat	TEC2602-4
9	Remote Sensor	SEN-600-1
4	Duct Sensor for TEC Stat	TE-6361M-1
5	VAV Box Controller	FX-PCV1620-0
1	LP-2021N-I (JACE)	
1	LP-FXPM24-0 (Power Supply)	
22	LP-FXPMUS-0 (Power Supply for FX-60)	

EXHIBIT J

INSURANCE REQUIREMENTS FOR CONTRACTORS

The Contractor shall purchase and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors.

A. MINIMUM SCOPE AND LIMITS OF INSURANCE

1. **Workers Compensation**

Workers Compensation insurance shall be in compliance with the Workers Compensation law of the State of Louisiana. Employers Liability is included with a minimum limit of \$500,000 per accident/per disease/per employee. If work is to be performed over water and involves maritime exposure, applicable LHWCA, Jones Act, or other maritime law coverage shall be included and the Employers Liability limit increased to a minimum of \$1,000,000. A.M. Best's insurance company rating requirement may be waived for workers compensation coverage only.

2. **Commercial General Liability**

Commercial General Liability insurance, including Personal and Advertising Injury Liability, shall have a minimum limit per occurrence of \$1,000,000 and a minimum general aggregate of \$2,000,000. The Insurance Services Office (ISO) Commercial General Liability occurrence coverage form CG 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. Claims-made form is unacceptable.

3. **Automobile Liability**

Automobile Liability Insurance shall have a minimum combined single limit per occurrence of \$1,000,000. ISO form number CA 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. This insurance shall include third-party bodily injury and property damage liability for owned, hired and non-owned automobiles.

B. DEDUCTIBLES AND SELF-INSURED RETENTIONS

Any deductibles or self-insured retentions must be declared to and accepted by the Agency. The Contractor shall be responsible for all deductibles and self-insured retentions.

C. OTHER INSURANCE PROVISIONS

The policies are to contain, or be endorsed to contain, the following provisions:

1. General Liability and Automobile Liability Coverages

- a. The Agency, its officers, agents, employees and volunteers shall be named as an additional insured as regards negligence by the contractor. ISO Form CG 20 10 (current form approved for use in Louisiana), or equivalent, is to be used when applicable. The coverage shall contain no special limitations on the scope of protection afforded to the Agency.
- b. The Contractor's insurance shall be primary as respects the Agency, its officers, agents, employees and volunteers. Any insurance or self-insurance maintained by the Agency shall be excess and non-contributory of the Contractor's insurance.
- c. The Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the policy limits.

2. Workers Compensation and Employers Liability Coverage

The insurer shall agree to waive all rights of subrogation against the Agency, its officers, agents, employees and volunteers for losses arising from work performed by the Contractor for the Agency.

3. All Coverages

- a. Coverage shall not be canceled, suspended, or voided by either party (the Contractor or the insurer) or reduced in coverage or in limits except after 30 days written notice has been given to the Agency. Ten-day written notice of cancellation is acceptable for non-payment of premium. Notifications shall comply with the standard cancellation provisions in the Contractor's policy.
- b. Neither the acceptance of the completed work nor the payment thereof shall release the Contractor from the obligations of the insurance requirements or indemnification agreement.
- c. The insurance companies issuing the policies shall have no recourse against the Agency for payment of premiums or for assessments under any form of the policies.
- d. Any failure of the Contractor to comply with reporting provisions of the policy shall not affect coverage provided to the Agency, its officers, agents, employees and volunteers.

D. ACCEPTABILITY OF INSURERS

All required insurance shall be provided by a company or companies lawfully authorized to do business in the jurisdiction in which the Project is located. Insurance shall be placed with insurers with a A.M. Best's rating of **A-:VI or higher**. This rating requirement may be waived for workers compensation coverage only.

If at any time an insurer issuing any such policy does not meet the minimum A.M. Best rating, the Contractor shall obtain a policy with an insurer that meets the A.M. Best rating and shall submit another Certificate of Insurance as required in the contract.

E. VERIFICATION OF COVERAGE

Contractor shall furnish the Agency with Certificates of insurance reflecting proof of required coverage. The Certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The Certificates are to be received and approved by the Agency before work commences and upon any contract renewal thereafter.

In addition to the Certificates, Contractor shall submit the declarations page and the cancellation provision endorsement for each insurance policy. The Agency reserves the right to request complete certified copies of all required insurance policies at any time.

Upon failure of the Contractor to furnish, deliver and maintain such insurance as above provided, this contract, at the election of the Agency, may be suspended, discontinued or terminated. Failure of the Contractor to purchase and/or maintain any required insurance shall not relieve the Contractor from any liability or indemnification under the contract.

F. SUBCONTRACTORS

Contractor shall include all subcontractors as insureds under its policies OR shall be responsible for verifying and maintaining the Certificates provided by each subcontractor. Subcontractors shall be subject to all of the requirements stated herein. The Agency reserves the right to request copies of subcontractor's Certificates at any time.

G. WORKERS COMPENSATION INDEMNITY

In the event Contractor is not required to provide or elects not to provide workers compensation coverage, the parties hereby agree that Contractor, its owners, agents and employees will have no cause of action against, and will not assert a claim against, the State of Louisiana, its departments, agencies, agents and employees as an employer, whether pursuant to the Louisiana Workers Compensation Act or otherwise, under any circumstance. The parties also hereby agree that the State of Louisiana, its departments, agencies, agents and employees shall in no circumstance be, or considered as, the employer or statutory employer of Contractor, its owners, agents and employees. The parties further agree that Contractor is a wholly independent contractor and is exclusively responsible for its employees, owners, and agents. Contractor hereby agrees to protect, defend, indemnify and hold the State of Louisiana, its departments, agencies, agents and employees harmless from any such assertion or claim that may arise from the performance of this contract.

H. INDEMNIFICATION/HOLD HARMLESS AGREEMENT

Contractor agrees to protect, defend, indemnify, save, and hold harmless, the State of Louisiana, all State Departments, Agencies, Boards and Commissions, its officers, agents, servants, employees, and volunteers, from and against any and all claims, damages, expenses, and liability arising out of injury or death to any person or the damage, loss or destruction of any property which may occur, or in any way grow out of, any act or omission of Contractor, its agents, servants, and employees, or any and all costs, expenses and/or attorney fees incurred by Contractor as a result of any claims, demands, suits or causes of action, except those claims, demands, suits, or causes of action arising out of the negligence of the State of Louisiana, all State Departments, Agencies, Boards, Commissions, its officers, agents, servants, employees and volunteers.

Contractor agrees to investigate, handle, respond to, provide defense for and defend any such claims, demands, suits, or causes of action at its sole expense and agrees to bear all other costs and expenses related thereto, even if the claims, demands, suits, or causes of action are groundless, false or fraudulent.

Exhibit K
Custodial/Maintenance/Grounds
Benchmarking Information Sheet for Fiscal Year 2011-12

GENERAL INFORMATION:

Enrollment: 10,906

Number of Buildings: 27

Gross Square Feet: approx 2,526,251 total
Housekeeping 1,600,213 (77,184 contracted)

Total Acres: 304 (200 Main Campus & 104 East Campus)

Please note that the following expense and budget information for the District should be completed using the most current **Full Fiscal Year data**.

	<u>Budget</u>	<u>Actual</u>
<u>UTILITIES: July 2011 – March 2012</u>		
Electric KWH	\$ _____	\$ <u>4,402,232.24</u>
Gas MCF	\$ _____	\$ <u>632,183.40</u>

Fiscal Year 2011-2012

CUSTODIAL:

Cleaning Chemicals and Supplies	\$ _____	\$ <u>18,553.80</u>
Equipment -Replacement and Repair	\$ _____	\$ <u>893.93</u>
Supplies (paper, plastic bags, toilet tissue, hand soap, etc.)	\$ _____	\$ <u>64,885.01</u>
Contractual Services	\$ _____	\$ <u>119,987.37</u>

PURCHASED MAINTENANCE SERVICES:

Equipment Related (Maintenance Dept.)	\$ _____	\$ <u>251,389.25</u>
General Building (Maintenance Dept.)	\$ _____	\$ <u>222,008.39</u>
Equipment Related (Central Utility Plant)	\$ _____	\$ <u>191,311.25</u>
General Building (Central Utility Plant)	\$ _____	\$ <u>24,832.03</u>

MAINTENANCE SUPPLIES:

Equipment, Maintenance, and Repair Parts (Main. Dept.)	\$ _____	\$ <u>177,349.03</u>
Equipment, Maintenance, and Repair Parts (CUP)	\$ _____	\$ <u>185,685.87</u>
Consumables	\$ _____	\$ _____

GROUNDS SUPPLIES AND/OR SERVICES:

Equipment Related	\$ _____	\$ <u>0</u>
Supplies	\$ _____	\$ <u>0</u>
Contractual Services	\$ _____	\$ <u>422,400</u>

PERSONNEL SUMMARY (FTE = 2080 hours/year):

	<u>FTEs</u>	<u>Payroll Budget</u>	<u>Actual</u>
Maintenance Dept. Personnel (currently 29)	<u>30</u>	\$ _____	\$ <u>1,286,747.30</u>
Central Utility Plant Personnel (currently 18)	<u>19</u>	\$ _____	\$ <u>868,815.16</u>
Grounds Personnel	<u>5.84</u>	\$ _____	\$ <u>177,178.38</u>
Custodial Personnel	<u>35.53</u>	\$ _____	\$ <u>770,628.76</u>
Supervisors	<u>1</u>	\$ _____	\$ <u>66,880.00</u>
Clerical	<u>0</u>	\$ _____	\$ <u>0.00</u>
Management	<u>0</u>	\$ _____	\$ <u>0.00</u>

Part-time/Temporary/OT (due to budget cuts, all overtime has been replaced by comp time beginning in FY 2013)

Maintenance Dept. (beeper pay @ \$2.25/hr while on call)	\$ _____	\$ <u>30,327.39</u>
Central Utility Plant (overtime)	\$ _____	\$ <u>101,871.03</u>
Grounds	\$ <u>0.00</u>	\$ <u>0.00</u>
Custodial	\$ <u>0.00</u>	\$ <u>0.00</u>

Fringe benefits as a percent of payroll, e.g. 27.5% (retirement, insurance, etc.) 39%

Do you have any type of computer-based Work Order or Preventive Maintenance program? Yes

If yes, what type? TMA – Labor & Materials Management System

Does the District have an Energy Management System at this time? Yes

If yes, what type and how long has it been installed? Johnson Controls Metasys – upgraded to Johnson Controls Facility Explorer, 15+ years

Are you planning any major facility upgrades in your District that will require capital expenditures such as new buildings, renovations, new athletic fields, etc.? There should be a new Facility Services Building completed and occupied at the end of FY 2013-14.

Completed By:	<u>Stephen F. Kolz</u>
Title:	<u>Director of Materials Management and Contracts Administrator</u>
Date:	<u>September 17, 2012</u>
Telephone Number:	<u>(504) 280-6154</u>
E-Mail:	<u>skolz@uno.edu</u>

Thank you for your assistance.

- **If possible, please provide an organizational chart and a copy of current and prior fiscal year budgets.**

Exhibit K (continued)
ADDITIONAL INFORMATION
Benchmarking Information Sheet for Fiscal Year 2011-12

No information is provided for maintenance services because at this time UNO is not looking at outsourcing its maintenance functions.

GROUNDS

There are approximately 304 acres of grounds at UNO.

Grass cutting, trimming, edging, trash pick-up and parking lot sweeping are contracted to an outside party.

The Grounds Department at UNO currently has 5 active full time employees.

- 1 ea Grounds Manager
- 1 ea Horticulturist
- 1 ea Heavy Equipment Operator I
- 1 ea Mobile Equipment Operator II
- 1 ea Horticultural Attendant
- 1 ea Horticultural Attendant Leader

The last position above has not performed any grounds keeping duties for the past 2 years due to an on-the-job injury. He is not expected to return to grounds keeping duties in the near future.

Work duties currently being performed by the in-house grounds staff includes:

- Bed maintenance to include weeding, mulching, spraying, and hedging.
- Excavations for all trades
- Selected tree pruning and removal
- Spread soil where necessary
- Spray turf areas for selective weed control
- Seeding, fertilization and aeration of turf areas
- Removal of debris from overhead gutters
- Clean out storm drains
- Blow sidewalks during peak leaf dropping months
- Courtyard maintenance
- Dead animal removal from public grounds areas.
- Scrap dirt from sidewalks after heavy rains
- Water trees and plants
- Spray weed control products on sidewalk cracks, parking lots, and around tree bases
- Install new tree and plant material
- Put out extra garbage cans for events

- Assist with event cleanup
- Pick up all exterior furniture and garbage cans for hurricane preparation
- Assist with cleanup after storms
- Irrigation repair
- Spread rock in parking lots
- Repair ruts on turf made by vehicles
- Spray for bees on building exteriors
- Coordinate grass cutting and tree removal contracts
- Coordinate contracted landscaping jobs
- Design landscaping projects
- Assist with purchases for exterior furniture
- Coordinate installation of bike racks
- Any and all administrative duties required for the operation of a ground department

Many of the items listed above are done on an “as requested” or “as needed” basis. The vast majority of the items are completed based on one or more of the criteria listed below:

- Visual observation and need as determined by Grounds Management and Facility Services leadership.
- Financial resource availability in Facility Services
- Facility Services grounds manpower availability
- Funding from other departments or projects

Many items that would be considered as part of a full service grounds program are not scheduled at desired frequencies because of financial and staffing restrictions.

HOUSEKEEPING

The University of New Orleans has approximately 2,526,251 square feet of building space.

The cleaning of a total of 1,600,213 square feet of space is overseen by UNO's Facility Services Housekeeping department.

1,523,029 square feet of building space is cleaned by UNO's 36.5 (including supervisor) FTEs of Facility Service custodial staff. This is supplemented by night time classroom cleaning contract with an outside contractor costing \$9,671.54 per month.

An additional 57,363 square feet (Jefferson Center) and 19,821 square feet (Athletics) for a total of 77,184 square feet, are cleaned by outside contractors under the supervision of UNO Facility Services.

The remaining 926,038 square feet of space are cleaned by custodial staff outside the supervision of UNO Facility Services. The majority of this square footage is in “revenue producing” areas. Please see the attached spreadsheet for details.

MAINTENANCE DEPT.

The Maintenance Department at UNO currently has 29 active full time employees.

- 1 Director, 1 Facility Maintenance Manager B
- Automotive Shop – 3 Employees, 2 Vacancies
- Carpentry Shop – 5 Employees, 1 Vacancy
- Electrical Shop – 7 Employees, 3 Vacancies
- Lock Shop – 2 Employees
- Paint Shop – 2 Employees, 2 Vacancies
- Plumbing Shop – 4 Employees, 1 Vacancy
- Service Center – 3 Employees
- Stock Room – 1 Employee, 1 Vacancy

The Maintenance Department is responsible for all structural building component maintenance for over 2.5 million square feet of University Buildings. Our crafts perform all of the work listed below including minor renovation and construction projects. The department is also involved in roofing inspections, elevator inspections, gas inspections and fire pump testing and hood suppression inspections.

The **Plumbing Shop** covers the entire main and east campuses as well as the Jefferson Center. The department maintains all buildings as well as gas problems throughout the campus. Because the university has a master gas meter on campus, the department has trained personnel to assist with all gas problems which is mandatory by state laws. Maintenance department also maintain all fire hydrants, lab drains and faucets, water coolers, roof drains, eye washes, steam lines, air lines, floor drains and all water mains. Department is responsible for having all grease traps and lift stations cleaned and maintained. The preventive maintenance is a struggle to keep up with because the buildings are getting older and the campus seems to be growing and the department lacks additional help.

The **Electrical Shop** maintains all 100' poles, sidewalk lighting and exterior building lighting, performs preventative maintenance on air handler motors, pump motors, rooftop fans, rooftop fume hoods, emergency transfer switches, emergency call stations, elevator emergency phones, load bank tests, electrical system substation and main switchgear, electric cranes, air compressors, electric room cleaning, platform man lift equipment and motor control centers. The Trade Apprentices change light bulbs and ballast throughout the campus. Reductions to staff due to budget cuts have put a strain on the electrical shop,

leaving very little time for preventive maintenance or normal routine maintenance. The Electrical Shop owns a bucket truck, hydraulic knockout punch, mechanical conduit bender, portable generators on wheels, portable light tree, numerous power tools and additional hand tools, electric meters, instruments, material handling carts, hand trucks, nylon slinks and hooks.

The **Carpentry Shop** performs preventive maintenance and repairs including replacing paper towel dispensers, soap dispensers, restroom partitions, ceiling tiles, floor tiles, bulletin boards, damaged walls, installing and relocating signs, stationary chairs in all Auditoriums, fences located at all campuses, roof and gutter inspections and wall repairs.

The **Automotive Shop** maintains all University vehicles. We currently have 83 vehicles, 57 licensed vehicles, 2 Forklifts, 1 Backhoe, 11 Kubotas, 10 Club Cars and 2 Bob Cats. This includes UNO police vehicles, maintenance vehicles and all departmental vehicles and all building diesel generators as well as natural gas generators throughout the campus. The department is also licensed to issue brake tags to state vehicles. The extent of vehicles range from University buses, Athletics buses, trucks, cars, Kubota's, club cars, tractors, forklifts and backhoes. The department possesses a fuel truck to supply diesel to all light trees and generators. The Auto Shop is also able to repair the University's stationary emergency power generators.

The **Locksmith Shop** is responsible for maintenance, repair and installation of most hardware on over 7000 doors on the University campus. This hardware includes mechanical and stand alone electronic locksets, panic hardware, door closers, hinges, flush bolts and push/pull plates. The locksmith shop is also responsible for maintaining records of the University master key systems as well as developing new master and sub-master key systems when needed. The locksmith shop also cuts and issues all University keys through the office of key and card access control. The shop performs preventive maintenance to all locking mechanisms, removing broken keys from cylinders, re-pinning worn cylinders, re-keying cylinders for lock changes, picking open locks, picking open file cabinets, installing file cabinet locks, opening doors for contractors and service personnel, pinning pad locks to the master system, ordering and stocking materials for the lock shop and reviewing plans for new construction and renovation projects.

The **Paint Shop** is responsible for painting exterior doors, roof top duct work, flashings, conduits, gas lines, removing graffiti, painting walls, staining doors, installing vinyl base boards. It also maintains all parking lot stripping and crosswalk stripping along with speed bumps and fire lane/no parking lines.

CENTRAL UTILITY PLANT

Departments:

1 Director, 1 Assistant Director, 1 Electronic System Manager

1 Superintendent, 1 Tech Foreman

Boiler Shop – 3 Employees, 3 Vacancies

Control Shop – 2 Employees

HVAC Shop – 2 Employees

Operating Engineers:

- 1 Foreman

- 2 Operating Engineer Master, 2 Vacancies

- Operating Engineer 2 – Vacant

- 1 Operating Engineer 1

The Central Utilities Plant personnel operate, maintain and perform minor repairs on the University's Heating, Ventilating and Air conditioning equipment. The Central Utilities Plant is responsible for supplying the main campus with heating water, cooling water and compressed air from three utility plants. These three utility plants contain 7,550 tons of refrigeration equipment, 7,550 tons of cooling towers, 50 HP air compressors, and 1,600 HP of hot water boilers. Terminal HVAC equipment in 25+ main campus buildings is in excess of 500 individual pieces such as Air Handling Units, filtration systems, water pumps, heat exchangers and control systems. Routine maintenance such as greasing bearings, changing filters, checking voltages and pressures is performed by CUP personnel on a regularly scheduled basis. Minor repairs such as replacing motors, belts, and control equipment is done on an as needed basis. Repairs requiring specialized equipment are contracted out.

The campus is served by a Johnson Controls Metasys brand building automation system that is being upgraded (in house) with a new Johnson Controls Facility Explorer building automation system. CUP personnel maintain, repair and re-program controls campus wide.

The building automation system also serves as a monitor of the main campus building fire alarm systems. Central Plant oversees the maintenance and repair contracts for building fire alarms, wet and dry pipe sprinklers and fire pumps.

CUP operating engineers are on duty 24/7 to monitor campus HVAC conditions as well as report building fire alarms to campus police. The OE staff work rotating shifts to man the CUP control room continuously.

In addition to the above described equipment on the main campus, CUP personnel operate and maintain an east campus utility plant containing 2,000 tons of refrigeration, 2,000 tons of cooling towers, 400 boilers HP and an additional dozen water pumps to service the Lake Front Arena. Arena personnel service and maintain HVAC equipment in the Arena.

Exhibit K (continued)
UNO Building List
Benchmarking Information Sheet for Fiscal Year 2011-12

UNO Buildings	Move In Date	Sq Ft
Main Campus - Bldgs Cleaned by Facility Services Staff		
Administration	1966	23,392
Administration Annex	1974	21,201
Bicentennial Education Center	1976	88,394
Biology	1981	45,136
Business Administration	1967	102,994
Campus Police	1982	21,613
Chemical Science	1997	67,968
Commons	1969	18,205
Computer Center	1980	40,984
Earl K Long Library	1964	243,522
Engineering	1987	137,935
Engineering Auditorium	1987	6,304
Fine Arts	1974	27,746
Geology & Psychology	1972	84,210
Human Performance Center (Health & Physical Ed)	1968	60,738
Kirschman Hall	2005	155,432
Liberal Arts	1960	87,714
Mathematics	1981	57,227
Oliver St. Pe' (TRAC)	1996	27,976
Performing Arts Center	1971	80904
Science	1960	123,434
subtotal		1,523,029
East Campus - under custodial contract thru Facility Services		
Athletic Center	1970	15,511
East Campus Athletic Facility (baseball clubhouse)	1996	3,000
Maistri Stadium Bathroom Building	1996	750
Concession Stand/Coach's Office	1976	560
subtotal		19,821
Other Locations - under custodial contract thru Facility Services		
UNO Jefferson Campus	1997	57,363
subtotal		57,363

		1,600,213
UNO Buildings	Move In Date	Sq Ft
Main Campus - not under Facility Services		
Bienville Hall - building is vacant	1969	122,151
Biology Greenhouse #1, this is essentially garden space	-	1,056
Biology Greenhouse #2, this is essentially garden space	-	1,056
Biology Greenhouse #3, this is essentially garden space	-	500
Bus Terminal - building is an outdoor shelter	1970	760
Central Utility, the Central Utility staff cleans this space	1961	2,112
Central Utility - Generator, the C U staff cleans this space	1984	460
Childrens Center (Child Care Center), CCC staff cleans this space	1993	16,000
Cove - building is under lease and cleaned by lessee	1972	16,462
Facility Services (Physical Plant Services) - vacant	1970	19,567
Facility Services Garage (Physical Plant Services Garage)	1980	1,280
Hazardous Storage, cleaned by Chemistry Dept. personnel	1986	1,255
Kieffer Lakefront Arena - building is cleaned by Arena Staff	1983	296,155
Laffite Village Bldg A, outdoor spaces cleaned by Housing staff	1973	14,651
Laffite Village Bldg B, outdoor spaces cleaned by Housing staff	1973	14,651
Laffite Village Bldg C, outdoor spaces cleaned by Housing staff	1973	16,244
Laffite Village Bldg D, outdoor spaces cleaned by Housing staff	1973	16,244
Laffite Village Bldg E, outdoor spaces cleaned by Housing staff	1973	16,244
Laffite Village Laundry Bldg F, cleaned by Housing staff	1973	2,322
Lafitte Village Picnic Shelter, cleaned by Housing staff	1973	400
100' Masonary Stack - this is a decorative smoke stack	1942	-
Recreating & Fitness Center - building is cleaned by RIS staff	2002	84,363
Student Park Pavilion - building is an outdoor space	1986	3,013
University Center - building is cleaned by UC staff	1967	105,019
subtotal		751,965
EAST CAMPUS - not under Facility Services		
East Campus Central Plant, cleaned by ECCP staff	1983	19,602
East Campus Field Service Facility (Pope's Altar), torn down	1986	2,449
Privateer Baseball Storage, cleaned by Athletics' staff	1976	100
Privateer Equipment Storage Shed, cleaned by Athletics' staff	1976	200
Privateer Field Bleachers, cleaned by Athletics' staff	1976	46,116
Privateer Field Dugout No. 1, cleaned by Athletics' staff	1976	420
Privateer Field Dugout No. 2, cleaned by Athletics' staff	1976	420
Privateer Groundskeeping Shed, cleaned by Athletics' staff	1976	160
Privateer Metal Storage Building, cleaned by Athletics' staff	1976	100

subtotal		69,567
OTHER LOCATIONS		
CERM Building, contracted by UNO Foundation	2002	104,506
subtotal		104,506
		926,038
Grand Total		2,526,251